

BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

August/September 2012

Issue 09

Spotlight on Construction

page 24



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Business Guests Support High-flying Chamber Member

One of Lincolnshire's biggest events of the year attracted a crowd estimated at more than 125,000 – including a party from the Chamber.

The RAF Waddington International Airshow was selected by the Chamber as an opportunity to mix business with pleasure – and to support a Chamber Member in the process.

Chamber Members from north and south of the Humber attended the event and enjoyed a front row view of the spectacular displays, with a hospitality package overseen by uniformed RAF Waddington staff.

Malcolm Eley, Managing Director of Seachill Division Icelandic Group UK Ltd in Grimsby, photographed members of the Chamber party for Business Intelligence.

He said: "It was a terrific day out and presented a good opportunity to meet other people from the Chamber and other businesses from across the Humber area."

Graham Cross, Managing Director of Goole-based GXD Logistics Limited and Chair of the Chamber Shipping Committee, added: "I appreciated the opportunity to meet with other people and organisations who support the work of the Chamber."

"Whilst we are all busy running our own business, it is important that we take time to socialise in less formal surroundings."

Chamber Chief Executive Ian Kelly added: "We occasionally get the opportunity to invite a few guests to a corporate event but this was our first visit to the RAF Waddington International Airshow."

"They are one of the more high profile Chamber Members and there is no doubt they delivered a fantastic event. As you might expect the hospitality was handled with military precision and some of the displays were loud enough to ensure that people didn't talk about business all day!"

Richard and Helen Get On Their Bikes to Help Macmillan

Chamber Board member Richard Adams turned to pedal-power to raise funds for charity during the summer.

Richard and his wife Helen got on their bikes, cycled more than 900 miles from Land's End to John O'Groats and raised thousands of pounds in the process for Macmillan Cancer Support.

The couple set themselves the challenge as a way of saying thank you to Macmillan for the support from the charity during 15 years of personal and family illnesses.

They were dropped off and picked up by relatives but from start to finish had no transport back-up, just carrying what they needed for the entire trip.

Richard was able to secure sponsorship from his business contacts to help raise funds and the couple covered their own accommodation and living expenses to ensure all proceeds go to the charity.

Richard's employers, Tata Steel Europe, sponsored the first and final days and the Chamber sponsored day four of the venture – a ride of 93 miles from Monmouth to Whitchurch.

He said: "We've had tremendous support from business contacts and other organisations including



Richard and Helen Adams

Clugston Group, Britcon Construction, H L Plastics, Acenta Steel, Winterton Agricultural Society, Winterton Lions, Lincolnshire Iron and Steel Institute and Spavins City Express.

"We managed to raise £5,000 even before we set off and donations are still coming in. It was very hard work but enjoyable and well worth the effort for a great cause."

For further information and to support Richard and Helen phone **07802 770051**, email richard.adams@tatasteel.com or visit www.justgiving.com/adamsLEJOG2012



Acorn Fund Supports First UK Indoor Multi Skate Park Plaza

Building on the success of their indoor climbing walls, local business Rock City has developed the top floor of their Hawthorne Avenue, Hull, premises into the country's first multi skate plaza. This allows BMXers, mini scooterists and skate boarders, who have previously had to find scarce and often unsafe areas, to ply their passions. The Subculture Indoor Plaza is now open for business courtesy of the Acorn Fund who have provided the finance.

Cyclists Set The Pace For £40,000 Charity Challenge

Chamber Member Melvyn Sadofsky climbed back on a bike for the first time in 45 years for the latest episode in his charity challenge.

The founder of MWS Business Management Limited will follow that with a golf day and a 10-kilometre walk, with some supporters of the campaign also taking part in a sponsored North Sea rescue.

Less demanding events will include a sponsored show at Hull Truck Theatre, a Devil's Kitchen Challenge and a gala dinner featuring a celebrity speaker.

And when the 12-month fund-raising period is over, Melvyn is confident colleagues, contacts and other sponsors will have exceeded the £40,000 target which he set to mark his 40th year in business.

Money raised from the activities will go to support local charities CASE Training, a Chamber Member, and the Smile Foundation.

The campaign only began during May yet had reached £12,500 even before Melvyn led around 20 cyclists on a 40 kilometre route, in what he expected to be the most arduous event.

He said: "I hadn't been on a bike since I was at school, and I was certainly feeling it in my knees.

"But the event was well supported and we're hoping for a similarly positive response to the rest of the fund-raising programme. I'd like to think we can exceed the target and I'll be very grateful to anyone who can help us achieve that."

The golf day will take place at the KP Club on Wednesday 12 September will be sponsored by Hobson & Porter building contractors.

The North Sea rescue will take place on Sunday 14 October and will be overseen by Hornsea Inshore Rescue, one of the Smile Foundation's selected charities. The sponsored walk will take place on Sunday 28 October.

Details of all the events can be found at www.mwsbusiness.co.uk and donations can be made at www.justgiving.com/mws40years



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AA Global Reaches New Heights

When AA Global Language Services Ltd received the loftiest of tall orders from a major client they put their top man on it. And Chief Executive Kirk Akdemir didn't come up short – or at least not in the business sense.

Rarely the biggest in a room at 5ft 7in tall, Kirk was dwarfed when he lined up alongside Sultan Kosen, at 8ft 3in officially recognised as the tallest man in the world.

But Kirk could be counted on when it came to conveying Sultan's message to the world's media as Guinness World Records took the record-breaker on a tour of the Far East.

The result was some high profile coverage in newspapers from the South China Morning Post to

the Wall Street Journal as well as online and on TV, which was good news for Sultan, Guinness World Records and AA Global.

Kirk launched AA Global in Worcester 25 years ago and expanded to Hull last year, but it was his continuing link with his native Turkey that helped to attract his new client.

He said: "We have an office in Istanbul and Sultan is from south-east Turkey so when Guinness World Records and their sister company Ripley's Entertainment wanted AA Global to provide translation services for their events we were delighted to help.

"The promotional tour covered Hong Kong and Thailand and attracted huge media interest so it was vital that Sultan and our clients were able to get their message across effectively, and we were able to do that.

"We have a network of thousands of interpreters and translators and I generally concentrate on running the business, but I volunteered myself for this job, which is high profile in every sense. It's fair to say Sultan kept me on my toes. Even when he was sitting down."

Sultan, who is 29, hit the headlines worldwide in March when he underwent surgery in the United



Kirk Akdemir, Chief Executive of AA Global Language Services Ltd, pictured alongside the world's tallest man, Sultan Kosen, at the Golden Bauhinia statue in Hong Kong.

States to remedy the growth hormones which had resulted in him becoming one of only 10 men in history to exceed eight feet in height.



Banks Sets Out To Support Manufacturing

Lloyds TSB Commercial has launched a new dedicated manufacturing team to provide tailored financial support to businesses across Yorkshire.

Headed by relationship director Dave Moore, the team includes seven manufacturing relationship managers whose sector experience has been accredited by the Warwick Manufacturing Group, following a period of extensive training with the University of Warwick.

Working with the Engineering Employers Federation (EEF) and the Manufacturing Technologies Association (MTA) to develop the course, Lloyds TSB Commercial has ensured that the new team has practical knowledge to continue the bank's commitment to increase lending to manufacturers, which rose 20 per cent in 2011 and continues to grow.

The launch follows the announcement that Lloyds TSB Commercial has provided £3.2 billion of committed gross lending to UK SMEs during the first quarter of 2012.

Dave Moore said: "Yorkshire's manufacturing industry is vital to the regeneration of not only the region, but also the UK's economy."

BJP Copywriting Joins Chamber

Established in March 2012 to help businesses with their marketing and communication campaigns, BJP Copywriting provides creative, engaging written content for any purpose.

All content is produced by experienced ex-agency copywriter Barnaby Patchett, who can provide copy for websites, blogs, brochures, leaflets, marketing materials, advertising, direct marketing and PR campaigns.

Barnaby Patchett, Director of BJP Copywriting said: "I'm an experienced, adaptable and professional writer. My writing services are perfect for organisations that are launching new websites and marketing materials, or need a hand with the content for advertising and direct marketing campaigns.

"In everything I do, I aim to deliver creative, engaging content that helps businesses to stand out and connect with their audiences more effectively.

"I have a flexible writing style, and work with my clients to understand their business goals, before delivering content that effectively engages with their target audience. Whilst I'm happy to work on one-off projects, I want to forge long-term relationships with my clients, and become the first port of call for all their copywriting.

"My marketing agency experience means that I have written for businesses across a wide variety of industries, and I only take on projects that I know I can complete to the absolute highest standard."



For further information on any of the services provided by BJP Copywriting, visit www.bjpcopywriting.com Alternatively, call Barnaby on **07876220173** to discuss your requirements.

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Aversion is a unique distinctive risk management company that provides professional services and advice in order to solve Health and Safety and risk management problems.

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Health (CMIOSH) and registered with the HSE scheme OSHCR (www.OSHCR.org) to provide competent advice. In addition all are working advisors and bring a wealth of experience, which, when combined, exceeds 100 years, ensuring that they deliver a personal and professional service.

Aversion's approach to risk management is that companies should be provided with sensible, proportionate, achievable advice and solutions appropriate to their business risks and have the necessary professional reliable advice to support them as and when it is required.

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Company Beats Hollywood Film-Makers to Win Contract

East Yorkshire company Classlane Media has demonstrated that, when it comes to winning international work, skills, expertise and experience can triumph over locational advantages.

Classlane Media has been producing international award-winning productions for more than 20 years and has a client list ranging from multi-national organisations, TV channels to SMEs.

In 2010, Dave Beasley, Managing Director of Classlane Media Limited founded and set up a new company VIPPlus Worldwide Limited which offers online films and online behaviour analysis for luxury hotels, resorts, yachts and destinations.

Now, the East Yorkshire firm has beaten competition from film-makers in Hollywood to produce a promotional series of films for The London West Hollywood and the Michelin-starred Gordon Ramsays restaurant.

Mr Beasley said; "We do a lot of work around the world but to be chosen by a company based in the home of film-making was a real coup. Our film crews spent a month in the states starting in Miami moving to Hollywood then onto New York. We also filmed The Lowell and The Pierre in New York City, in the fashionable Upper East Side."

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John Dabrowski

East Yorkshire Business Expo 2012

Companies in and around East Yorkshire will showcase their products and services at this year's East Yorkshire Business Expo.

The event, now in its fifth year, will take place on Wednesday 3rd October at Brantingham Park, Elloughton (home of the Hull Ionians Rugby club).

Nic Gough, Managing Director of Dalton Spire Ltd, organisers of the event, said: "In these very difficult times, it is encouraging to see so many positive businesses stepping forward to promote themselves to the region, not only to gain additional business but also to forge new working partnerships with other companies."

Among attractions are free workshops and seminars. The Essential Guide for Strengthening Your Business seminar will be delivered by Abbey Taylor Limited and there will be a Marketing in Difficult Times seminar delivered by Colin Wilson & Graham Jenkinson of Jenko.

A panel of experts will answer questions on finance, marketing, legal, accountancy and taxation, grant funding and VAT. There is also a free Speed Networking Session. The event sponsors include The One Point, Jenko Ltd, Web Orchard and KCFM.

The event is open from 10am till 4pm and free. To open the event, there will be a keynote speech by internationally-renowned speaker John Dabrowski, who will deliver his Mental Toughness: Success Strategies for Tough Times talk.

For further information, please contact Dalton Spire Ltd on 01964 552470 or email ask@daltonspire.co.uk

Website: www.eastyorkshirebusinessexpo.com



From Hull to Oman: Linda Crossland-Clarke of SHE Knows Health and Safety, left, pictured with Vaughan Clarke, contract manager of Oman-based the Knowledge Grid

She Knows Wins Oman Petrochemical Training Contract

SHE Knows Health & Safety has secured a six-figure, four-year contract to help train 5,000 petrochemical workers in the Sultanate of Oman.

The deal was struck at the end of June for health, safety and environment courses and refreshers for Petroleum Development Oman, Oman's largest oil producer.

The work, to be conducted through its formal partner in Oman, the Knowledge Grid, requires the writing and production of 23 level 1 and level 2 courses, and teacher training and support. The oil refinery contractors will be given health and safety training until 2016.

As the contractors are from all parts of the world, SHE Knows, which has offices in Hull and Grimsby, will produce course material in native languages, including Hindi and Arabic, as well as English.

The company expects to take on a limited number of extra staff, including in IT and safety training, and have one or two full-time trainers in Oman at Knowledge Grid offices.

Linda Crossland-Clarke, managing director, said: "It's taken a lot of negotiating and travel back and forth between Oman and the Humber to secure what is the start of an in-depth health, safety and environment training programme, leading to further level 3 training work later in the year. We are also very optimistic we can use our new and existing contacts in the region to develop sales of our Mission Room training facility."

The training room, unveiled in May at the Safety & Health Expo, provides a unique fully interactive and dynamic training environment, employing 360° images, video and sound.

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Camelot the Attraction for Race-Goers

South Yorkshire's most famous race meeting enjoyed a surge in ticket sales following the victory of a top young racehorse at a world-renowned festival.

Doncaster Racecourse saw ticket sales for its Ladbrokes St Leger meeting soar, after Triple Crown hopeful Camelot roared to victory at the Investec Epsom Derby. The three-year-old, expected to battle it out for the Ladbrokes St Leger Trophy on Saturday, September 15, is one of the reasons bosses at the Town Moor racecourse believe tickets moved so quickly.

As well as UK fans, racegoers are travelling from as far afield as America and Canada for the possible chance of seeing the Aidan O'Brien trained horse attempt to rewrite the history books and claim one of racing's most coveted accolades, The Triple Crown – the name given to the achievement of winning the Newmarket 2,000 Guineas, Epsom Derby and Doncaster's September showcase, the Ladbrokes St Leger.

QES Results: Exports Continue to Lead the Way

Exports in the region continue to grow, though UK sales have taken a fall, latest research by the Hull & Humber Chamber of Commerce shows.

The Chamber's Quarterly Economic Survey, has found that export sales and orders are all improving impressively. Export sales are up 24% to 71% in the second quarter of 2012. The increase is even more significant in comparison to this time last year where increases were at 26% for export sales. Export orders have also jumped significantly, up 21% on the last quarter to 68%. Unfortunately the same increases have not been seen for UK Sales with drops being observed, down 13% to 28%. An ever so slight increase of 1% has been observed for businesses experiencing increases in Home Orders to 31%.

Employment in the past three months has continued to improve with 25% now reporting increases. Overall balances have increased by 8% with 11% seeing decreases, 6% less than the previous quarter.

Recruitment difficulties have eased, with 25% reporting this as a concern, as opposed to 52% in

the previous quarter, with the main difficulties being reported for skilled/manual jobs. This has changed from the last quarter where management roles were more difficult to fill. A slight dip of 1% has been seen in those who have tried recruiting in the past three months at 47%. What could be cause for concern, however, is a drop of 36% to 50% in companies who have been recruiting for fulltime posts and more opting for temporary posts, up 36% to 50%. This could be demonstrating that employers are showing a reluctance to commit to full time posts. Despite this though, 37% are now reporting that they are operating at full capacity, up 11% from quarter 1 and, thus, getting closer to the last high seen of 43% in quarter two of 2008.

Cashflow has this quarter taken a dip, with only 22% reporting an increase, down 3%. An increase of 9% to 30% of respondents have seen cashflow decrease over the past quarter. The overall balances have sunk back into negative figures.

Investment in plant and machinery is continuing to improve, up from 25% to 32%. For training however a slight drop of 1% to 24% has been observed.

Business confidence is showing a mixed view in these uncertain times, with the overall balance of turnover expectations seeing a drop of 12% to 29%, despite profit expectations continuing to rise, with 42% expecting an increase, up 3%.

After seeing a drop last quarter in those expecting to increase prices in the forthcoming three months,

it is now on the rise again, up 6% to 23%, which is still significantly down on this time last year, thus reflecting competition in the area. 71% have confirmed their prices will remain the same.

Hannah Crookes, External Affairs Manager comments,

"After seeing a positive start to 2012, some concerns have become apparent, particularly in relation to UK Sales. This is not evident, however, across the Yorkshire and Humber region as a whole with UK sales and orders continuing to remain in positive balances

"Despite this, however, Exports continue to lead the way in the region and once again the Hull and Humber region is contributing to the positivity seen overall across Yorkshire and Humber within this area.

"Though dips have been observed in business confidence indicators, namely cashflow, investment in training and turnover expectations, figures are remaining fairly stable. Businesses are reporting positivity in profit expectations, investment in plant and machinery and a strong increase of 11% in those operating at full capacity for a second quarter in a row.

"It is good to see businesses are still recruiting, despite the continuous concerns about employment in the area, but it is apparent caution is being taken with more opting for recruiting temporary positions rather than permanent positions."

Chamber Signs East Riding Community Covenant

Members agreed at our July Goole and Bridlington Members' meetings to sign the East Riding Armed Forces Community Covenant.

The East Riding Community Covenant is a voluntary statement of mutual support between our civilian community and the local Armed Forces Community. It is intended to complement, at local level, the Armed Forces Covenant, which outlines the moral obligation between the Nation, the Government and the Armed Forces.

Many people locally have become involved in supporting the Armed Forces service community, with support being demonstrated via fundraising activities and military days. The East Riding Community Covenant scheme aims to build upon this support and to encourage the community to extend their involvement through longer term projects that benefit their local community.

Following a presentation from Frances Prew, Partnership Officer Policy & Partnerships, East Riding of Yorkshire Council, at both our Goole and Bridlington Members meetings, our Members were delighted to show their support to the Covenant. Subsequently, both our area Chairs, Shaun Pinchbeck of Heptonstalls LLP (Goole) and Neil Watson of Archomai Ltd (Bridlington) signed the Covenant on Members' behalf.



Shaun Pinchbeck, Goole Area Chair signing the East Riding Community Covenant



(L-R) Kevin Sharp of Humberside Police Authority, Chamber President Matt Jukes and Paul Cheeseman of Humberside Police Authority

Chamber Council Hears from Humberside Police Authority Chief Executive

22nd November 2012 will see the new Police and Crime Commissioner take office.

There are a vast number of issues and opportunities for business and the community as a result of this and, thus, we were grateful at our recent Chamber Council meeting to be joined by Humberside Police Authority Chief Executive, Kevin Sharp and Strategic Development Manager Communities and Partnerships, Paul Cheeseman to find out more.

15th November 2012 will see a change in the way local police forces are governed in England and Wales. Residents will have the chance to go to polls to elect the first Police and Crime Commissioner for Humberside - the area covered by the Chamber.

This influential figure will be responsible for overseeing the work of Humberside Police on behalf of residents and businesses.

This new Commissioner will directly replace Humberside Police Authority, a group of 17 members made up of councillors and independent members of the public that currently oversee Humberside Police.

The Police Authority will continue to work as normal until the election, with the Policing Plan and budget for the next financial year being set early in 2012. The Authority's support staff will be working closely with Members over the next year to organise the necessary arrangements to make the transition to Police and Crime Commissioner as smooth as possible.

Issues and opportunities for the business sector were highlighted as being: would having a single 'Big Figure' make it easier to engage; increased communication channels (Twitter, Facebook, etc) to help swift access/escalation; a greater opportunity to influence policing; increased opportunities to compete for 'policing business' and; opportunities to apply for 'grants' for initiatives to reduce crime/ASB in an area.

The presentation was well received and gave Members the opportunity to voice their questions and comments regarding legislation, publicity, operation on a national basis and key policing issues.

More information on the introduction of the Police & Crime Commissioner can be found at <http://www.humberside-pa.org.uk/police-and-crime-commissioner2/>

Shipping Committee Voices Concerns Over Introduction of 0.1% Low Sulphur Fuel

EU Governments have agreed on legislation to limit the maximum sulphur content of shipping fuels that will come into effect in Europe at the end of the decade. Under the new law, the maximum sulphur content of fuels will be limited to 0.5% for all ships from 2012, down from currently 3.5% for cargo vessels and 1.5% for passenger ships. However the limit is set to be tighter for the North Sea. This tighter limit of 0.1% will apply from 2015 to ships operating in 'sulphur emission control areas', which include the North Sea, the Baltic Sea and the Channel.

At our previous Shipping Committee meetings, Members have raised concerns over the impact of this introduction, particularly around timescales, major degradation to pipes and seals and cost implications, which all in turn could have a serious effect on the local industry.

Working together with a collaborative approach, the Chamber will be lobbying hard on this concern.

During our latest meeting we also received a presentation from Real Ventures regarding their plans for renewable energy projects regarding 49.5 MWe Biomass CHP plants at port side locations on the Humber, which will reliably produce electricity and heat from sustainable sources and quickly achieve major carbon savings. Other key shipping concerns, such as the economic cost of Somali Piracy and the Customs 'revolution' in the pipeline were also discussed.



Growing Demand from Emerging Markets Provides Optimism for UK Businesses



*Ronald Martin, HSBC
Senior International
Commercial Manager*

Today's business world is one characterised by change and uncertainty. The economic picture for many countries in Europe remains difficult and, as a result, businesses across the UK are finding themselves negotiating a difficult path. We believe now more than ever that it is the businesses looking beyond our shores to grow that are seeing the most success, whilst also continuing to drive the UK's road to recovery.

This international optimism is supported by the findings of our latest Global Connection and Trade Confidence research which highlights huge potential opportunities for British businesses. UK SMEs are forecast to increase international business activity by 66% over the next 15 years and, in addition to this, the report predicts that demand for imports from emerging markets will grow faster than the level of exports they produce over the next five years. This will see emerging markets developing into more of a 'consumer' market and is fantastic news for businesses that currently export or are looking for opportunities to expand into new markets. The report also suggests that UK exports are expected

to exceed imports as they fulfil the increased demand for goods and services from emerging markets. This will balance the trade deficit we've seen in previous years and hopefully help to trade the economy out of recession.

HSBC's Trade Confidence Index also highlights that 93% of UK businesses are feeling positive about the outlook for international trade volumes over the next six months, supporting the long term economic outlook. Confidence is at 105 on the trade confidence index overall, showing an improvement from 2011, despite the current Eurozone fragility. One of the reasons this may be happening is that businesses are becoming more aware of the need to look further afield for opportunities to grow their business. The Eurozone has always been a key trade partner and is likely to remain so, but more significant growth opportunities will be available to help support UK businesses who want to widen their horizons further, particularly those focusing on emerging markets, as they see a growing demand for their goods and services.

Interestingly, one of the UK's fastest growing export markets will be Canada, both from an export and import perspective. They're the only developed nation in the top 10 of HSBC's Trade Confidence Index which features countries from Latin America, the Middle East and Asia. This surge in confidence highlights that Canadian businesses are increasingly optimistic about the global economy and importantly more optimistic than they were six months ago. However they are expressing concern that logistical constraints, such as lack of availability of raw materials or transport infrastructure, may hinder growth which results in greater demand for goods

and services from other countries, like the UK. This is likely to be a huge opportunity for businesses.

Other growing export partners for the UK will be Brazil, China and India and we urge businesses looking to grow to look at taking advantage of these overseas opportunities as they could also offer significant prospects for growth. We are seeing an increasing number of our customers looking to do business outside of the UK's traditional trade partners in Europe, and as UK trade is predicted to grow faster than previously suggested, certain sectors are likely to thrive with increased overseas demand, particularly from a skills and specialism perspective.

The UK's fastest growing export sectors are Biopharma, Auto Engines, Petroleum Gases and Telephony equipment, which again meets the demand from the emerging markets.

So, despite times of economic uncertainty and stories highlighting the challenges UK businesses face, it's promising to see there is real optimism and opportunities for businesses that are willing to explore new markets, and we look forward to supporting them.

Our aim in publishing this research is not just to follow trends but to lead them; in this way we can support our customers in building their trade, which in turn will support world economic growth.

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Ambassador Calls On Humber Companies to Invest in Ethiopia

ETHIOPIAN ambassador His Excellency Berhanu Kebede has called on Humber companies to assist the African country to develop its agricultural and food processing sector.

In a visit to Hull, which included a tour of the Chaucer Foods factory on Freightliner Road, Mr Kebede described East Yorkshire and North Lincolnshire as the 'most developed region for agriculture and agricultural technology in the UK'.

He said: "We have 76m hectares of arable land set aside for farming. Agriculture is the mainstay of the economy. You have the technology we need to help us develop the industry."

Other developing sectors include construction, telecommunications, hydroelectric power (and other renewable energy), mining, tourism and air-travel industry.

Speaking at the factory tour, Mr Kebede said Ethiopia's economy was growing at around 11 per cent per year and the country had an emerging middle class.

Ethiopia is the biggest non-oil producing economy in Africa and is the second most populated country on the continent.

But it was agriculture that Mr Kebede said was the main focus of the visit.

"In Ethiopia the country is divided in 48 agro-ecological zones which means we have the climate and environment to grow everything to the required global standards," he said.

"Food processing is very much being encouraged in the country, as is private investment, and British businesses with the skills that are abundant here in the Humber region will be among our important partners in developing our agricultural sector.

"There are many opportunities for businesses to work with us and gradually move the engagement of the two countries from aid to trade."

Gary Rutter, operations director at Chaucer Foods, which specialises in freeze dried fruit, croutons and other bread products, said the company was keen to break into the North African and Middle East market and was already taking steps to achieve this.

He said: "Visits like this are very useful because they allow us to learn more about the countries we ought



to be working in. As a business, Chaucer Foods has a lot of experience of working in emerging markets, it is something we are familiar with, so we will certainly be following up."

After the tour the ambassador attended the 'Global Trade Links Lunch' held in his honour at the KC Stadium and organised by Hull and Humber Chamber of Commerce.

Speaking at the event, Chamber President Matt Jukes said Humber companies already had links with Ethiopia but the visit would serve to strengthen those ties.

He said: "The wealth of experience we have in agriculture and food processing in Hull and the Humber could really benefit both Ethiopia and our region. Companies in our area can bring real expertise and improved technology, while Ethiopia has substantial growth potential and excellent access to even wider world markets.

"The opportunities also extend well beyond agriculture, with local companies already well established and trading in Ethiopia, in areas such as the provision of medical equipment. I am very optimistic the visit is just the start of us working much more extensively in this region."

Hull and Humber Chamber of Commerce is now looking to run a trade mission to Ethiopia later this year off the back of the visit.

Dates are yet to be confirmed but it will be organised in association with corporate travel specialist Good Travel Management.

Managing director Kevin Harrison said: "There are just a small number of companies from this region working in Ethiopia that we know of, but that would suggest there are many opportunities as yet unexplored.

"The trade mission will enable Humber companies to meet with key business people in the country and explore how they can tap into such a developing economy."

Good Travel Management Hits the Road to Libya

LEADING corporate travel specialist Good Travel Management hit the road to Libya this month ahead of organising a trade mission to the country later in the year.

Managing director Kevin Harrison, Abi Hyslop – corporate travel manager at Mercian Travel Centre, a subsidiary of Good Travel Management – and Nick Glaves, director of The PR Company in Hessle, flew to Tripoli to form key connections with hoteliers and business people in the country.

The trio were also invited to the British Embassy in Tripoli to discuss work opportunities for British businesses with the Head of UKTI Libya, Kevin Cunningham.

Mr Cunningham said UK companies could play a big part in rebuilding the North African country in the wake of last year's civil war that ended with the death of former dictator Muammar Gaddafi.

He said: "Before the revolution British companies had around 2.2 per cent of market share in Libya.

"Clearly there was a reluctance to do business here for a number of reasons – transparency, the regime – but now the new Libya is absolutely open and an ideal environment for British companies really to demonstrate their value."

Mr Cunningham added major areas of opportunity exist in the oil and gas sector, construction, IT, communications, civil security, financial services and healthcare.

Kevin Harrison said the trip had been very successful in re-establishing some former connections and expanding the company's network in the country.

He said: "We worked in Libya before the uprising but obviously couldn't travel there during the civil war. However, now the country has begun to stabilise we decided to start doing business there again as quickly as possible.

"The trip was very useful – we established a whole new network of contacts, increased our knowledge of the country and wider region and identified a host of opportunities for British businesses to work out there.

"As a result we plan to run a trade mission to Libya in the autumn and, such is the interest, we've already had some businesses sign up to go."

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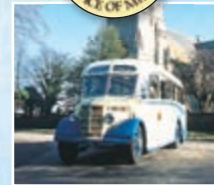
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Qu: We have all seen the headlines about 'going green', but what does it mean?

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

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

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

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Qu: But being green is expensive?!

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

Qu: How do I find out more?

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



Pictured (Left to Right): Paul Mercer, Joint MD; Bobby Percy; and Chris Urwin, Joint MD; celebrating Bobby's 25 years' service with a toast and a gift from everyone at Britcom.

Bobby Celebrates a Quarter of a Century's Service

Britcom International, established 31 years ago in 1981, is celebrating another employee who has achieved 25 years' service.

Bobby Percy, who lives in Pocklington, joined Britcom's Service Department in June 1987 and can claim to be the first employee, other than Directors, to reach this milestone.

Bobby joined the company when it was very small, with less than ten employees. 25 years on, Britcom employs 72 staff and now operates from a 15 acre site (with a further 4.5 acres currently being developed) and turns over more than £30 Million.

Bobby has seen many changes throughout his working career, including moves from the previous

Sancton Road site in Market Weighton to the current site on York Road, which Britcom moved into six years ago.

Bobby has been an integral part of the growth with his role in the Service Department; his speciality has been loading and driving the crane, along with repair of trucks, but he has also turned his hand to many other things over the years. He is a very versatile and valued member of the team.

Lee Percy, Bobby's son, now also works as a Supervisor within the Britcom Bodyshop.

Britcom International export trucks, plant equipment and parts around the world and provides chassis engineering and bodyshop services within the UK..

Grimsby Lunch

Members enjoyed their May networking event (speed networking and lunch) at Grimsby Town Football Club. Always a popular venue serving Grimsby's finest fish and chips, Members were also treated to two interesting presentations. The first was made by Cllr Mick Burnett, Deputy Leader of North East Lincolnshire Council, who spoke on the Council's relationship with local businesses and economic development plans for the area. He was followed by Major Magdalen Miller and Staff Sergeant Gareth Evans of the Army Engagement Team who spoke about the role of the modern soldier in today's world and the benefits of employing ex-Service personnel. They gave a fascinating presentation which was brought alive with recent footage from Afghanistan and other war zones and kept Members enthralled during their after-lunch coffee.



L-R: Major Magdalen Miller, Richard Rowell - Chair of Chamber in N E Lincs, Cllr Mick Burnett, Dep. Leader NELC and Staff Sergeant Gareth Evans of the Army Engagement Team.

Computer Company Honoured for Training Delivery

The managing director of a Hull-based business received an award for his company's efforts to deliver high quality accounts training.

Vic Golding, of Goldings Computer Services, travelled to the House of Commons for the presentation after his company was selected by the International Association of Book-keepers (IAB) as the top centre

in the UK for delivering the Level 2 Certificate in Computerised Accounting for Business.

Vic was presented with the award by Fabian Hamilton, MP for Leeds North East and Honorary President of the IAB.

Goldings, based in George Street, Hull, was selected for the honour in recognition of their high standards in delivering the training and for their success in securing funding to reduce the costs to business significantly.

Vic said: "Our priority was to ensure that we helped as many businesses as possible and enabled people to gain accountancy and other skills relevant to the day-to-day operation and management of any business".



Vic Golding receives the award from Fabian Hamilton MP, President of the IAB, and Janet Jack, Chair of the IAB Council



Pictures courtesy of www.hullnews.co.uk

Chamber Expo 2012 – A Top Networking Event!

This year's Chamber Expo 2012, organised by Hull and Humber Chamber of Commerce, was deemed a great success by exhibitors and visitors alike.

Held at the Bonus Arena, adjacent to the KC Stadium in Hull, and featuring 101 exhibition stands, the event was attended by many hundreds of business people. They came to network with one another at what is the largest business event in the Humber region every year.

The Expo again proved to be a first class opportunity for people to build up their contacts and gain business. This is the only event to which the Chamber invites non-Chamber Members, as the aim is to maximise opportunities, for the benefit of the region's economy.

Three Speed Networking events were held as part of the Expo, in the exhibition hall. These were attended by a total of 225 people. These sessions are a great way of ensuring you meet 20 business people in a one hour period and are good fun!

A network lunch was also held, with Andrew Percy, MP for Goole and Brigg speaking, and was attended by 100 business people.

The Chamber is very grateful to the Sponsors of Chamber Expo 2012: John EWright (Exhibition & Display Sponsor); The One Point (Communications Sponsor); and Mail News & Media (Campaign Sponsor).

Here is some of the feedback the Chamber has had from exhibition standholders:

"I just want to thank you so much, the Expo has been very good for us and will help us go forward and grow. I owe you a favour for your help." Arve Refvik, Warmflooring.Ltd.uk

"A special thank you to Janice and Bruce at the Chamber for great Expo events, with great people and great networking, and for making sure everyone made the most of the opportunity." Sarah McKenzie, Project Manager, StyleTech Solutions Ltd.

"Thank you and your brilliant team for an amazing Chamber Expo 2012. The Expo was our first Exhibition. Any apprehension quickly evaporated as we had a constant stream of visitors to our stand. It was also wonderful having the opportunity to restore relationships with former customers and suppliers whom we'd lost contact with over the years and who called in to see us. From the initial promotion of the event to the on-the-day organisation it was a job well done and I am very grateful for all the assistance provided in making it a great success for my company." Rod Walker, Director, On-Line Computing Limited.

The Hull & Humber Chamber of Commerce is a Membership and Business Support organisation, whose aim is to help develop the region's economy by enabling the 1400 Member companies to enhance their businesses. This is realised by Members utilising the Chamber's Training company, by lobbying for the Members over issues which affect their businesses, and by helping them export their products and services.



The main Membership benefit, however, is marketing your company through 20 busy annual networking events, of which Chamber Expo is the biggest, a dozen publications, plus numerous methods of getting promotional messages to the 1400 Member companies.

For further information about the Chamber, Chamber Expo 2013 or Membership, please contact Bruce Massie at the North Bank office on **01482 324976** or email **b.massie@hull-humber-chamber.co.uk** or Anne Tate, South Bank office, on **01472 342981** or at **a.tate@hull-humber-chamber.co.uk**

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Sometimes decisions in life are not black or white. The resolving of a problem or dispute can require great skill and working in grey areas of detail.

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Chamber Utilities™ Invites Businesses to Join Forces to Reduce Energy Bills

Organisations facing rising energy bills are being invited to fight back by combining their collective purchasing power for a better deal on gas and electricity contracts.

Chamber Utilities™ has launched a new collective energy purchasing service - enabling Members to combine their consumption and benefit from more competitive contracts in the live wholesale market.

Chamber Utilities™ recruits and groups individual Chamber Member organisations together into purchasing consortia, providing different collectives for gas and electricity contracts, and for both large half-hourly metered customers and those smaller consumers without half-hourly electricity meters.

The new collective energy purchasing service is delivered by global energy management group ENER-G, which is an independent energy purchasing specialist responsible for purchasing hundreds of thousands of pounds worth of contracts on behalf of UK organisations. ENER-G's analysts constantly monitor the wholesale gas and electricity markets to make purchases when market conditions are most favourable. Purchasing is aligned with a detailed risk management strategy that supports decision making and sets pre-defined risk limits.

As part of its management service, Chamber Utilities™ handles all supplier liaison, purchasing and

administration, and provides a full invoice validation service to ensure accuracy of billing.

The new Chamber Utilities™ Collective service gives small and medium sized businesses an opportunity to build up a large collective budget and to move from old fixed-price terms to new style flexible contracts, (otherwise only available to larger buyers).

By purchasing flexibly rather than buying at a fixed rate, customers can buy 'little and often' to take advantage of market dips and spread the purchasing risk. Buying this way also reduces risk for suppliers which can be passed onto customers via lower risk premiums.

Mark Alston of Chamber Utilities, said: "Gas and power prices increased by about 20% in 2011 and are predicted to continue rising year-on-year, but there are always opportunities to buy in short-

term dips even when the overall trend is up. The new Chamber Utilities Collective service enables businesses to combine forces to increase their buying power and to benefit from flexible purchasing options, irrespective of their individual budget."

Collective energy purchasing can deliver better value, according to the government. Energy Secretary Edward Davey, said: "I want to help make collective purchasing become a permanent feature of the UK energy market. This can be a really useful tool for consumers by making it easier to move to a better deal and to get real savings on gas and electricity bills, as well as helping boost competition."

For further information contact:

www.chamberutilities.co.uk 0844 225 1150, enquiries@chamberutilities.co.uk





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Keeping fit this summer

With warmer weather and longer days, it's easy to keep fit in the summer, making it the perfect time to encourage your employees to be a bit more active. Lunchtime walks, team-bonding days in the park and cycle-to-work schemes are great ways of getting your employees more active.

A healthier, more productive workforce

Getting outdoors is not just a wonderful way to make the most of summer – regular exercise can also make a workforce more efficient. "Fit and healthy employees are more productive and cost less in terms of sick pay," explains Dr Iley. "Encouraging your employees to get more active can make a big difference to your bottom line."

Helping your employees to keep active

As an employer, there's a lot you can do to help your employees keep fit. "Look into fitness options like subsidised gym memberships, organised lunchtime

fitness sessions and cycle-to-work schemes," says Dr Iley. "Or why not organise a team for the Change4life day in the park with fun events like a sack race or a game of rounders?"

Getting staff active at work

For office-based staff, it can be hard to get more active at work. But even small changes to their everyday routine can improve their health and fitness. "Try to encourage your staff to go for a walk at lunchtime, take the stairs instead of the lift and walk over to talk to people instead of sending emails," suggests Dr Iley. "You'll soon notice that a more active office is also a more sociable and happier office."

For more information, visit:

www.nhs.uk/change4life

Walking your staff to better health

Getting your employees to enjoy walking can have great effects on their health. Why not give your staff pedometers and introduce incentives for those who reach 10,000 steps every day?

- Walking can halve the risk of heart disease, prevent cancer, diabetes and stroke, lower blood pressure and cholesterol levels, improve muscle strength and flexibility, and boost the immune system.

- It's one of the easiest activities to fit into everyday life. It can be done anywhere, at any time, at any pace, and doesn't require any special equipment, training or gym memberships.

- It's safe and low-impact with a low risk of injuries and accidents.

- Like all exercise, it can help to ease signs of stress or anxiety, improve mood and self-esteem, help to increase energy levels and ease sleeping.

- Walking can build stamina, burn excess calories and help with weight-loss. Walking one mile in 20 minutes can burn up at least 100 calories – in fact, walking a mile burns as many calories as running a mile.

- Many car journeys are less than two kilometres – that's just 25 minutes' walk. In bigger towns or cities, walking could even be quicker than driving or taking the bus.

Source: **www.ramblers.org.uk www.nhs.uk/**

Westfield Health Enhances Chamber Plan For Members

Westfield Health has introduced two valuable new benefits to its Chamber Primary Health Plan, at no additional cost.

The plan now includes expert second medical opinion service 'Best Doctors' and 'Westfield Rewards', a new retail discount scheme.

Jill Davies, Westfield Health Chief Executive, said: "We know that times are tough at the moment, but we have a very loyal customer base and this is our way of giving something back. By investing in better benefits and services, we hope we will genuinely make a healthy difference to our valued policyholders and their families."

Best Doctors will enable employees, their partners and dependant children to get an expert second medical opinion, from a world leading medical specialist, on the diagnosis of a serious or worrying medical condition they have received from their local medical specialist.

Anyone using the service will be appointed a dedicated case manager who will obtain their relevant medical records and pass them to an appropriate specialist selected from the Best Doctors database of approximately 50,000 doctors in over 40 different medical disciplines. The world leading specialist will review the patient's case, confirm the diagnosis and recommend the most effective treatment.

Eligible conditions include cancer, heart problems, skin and blood diseases, digestive disorders and many others.

Westfield Rewards provides access to discounts, special offers and cashback at more than 200 leading high street/online retailers including

ASDA, House of Fraser, Marks and Spencer, Boots and B&Q, as well as travel companies such as lastminute.com and utility providers such as E.ON.

Jill said: "These two new benefits represent real added value for our policyholders. If you or a loved one are diagnosed with a serious or worrying medical condition, it's natural to want to seek another opinion. Best Doctors will enable our policyholders to request an alternative assessment of their diagnosis from a world leading medical specialist for free, putting their mind at ease and helping them to identify the best possible treatment for their condition.

"And at a time when many of us are feeling the strain financially, Westfield Rewards offers a wide range of welcome discounts, which allow our policyholders to save money and claim cashback on their everyday shopping."

Alongside the two new benefits, Westfield Health has also enhanced its existing GP telephone consultation service DoctorLine™ by introducing a new webcam consultation service.

The online facility will allow policyholders to see and speak to a qualified GP between the hours of 8.30am and 6.30pm UK time, Monday to Friday.

Policyholders will be able to have an online face-to-face consultation with a GP at a convenient time, avoiding the need to wait days for an appointment and therefore providing peace of mind.

The Chamber Primary Health Plan is available to all Members of Hull and Humber Chamber of Commerce. It provides cash back towards the cost of everyday



healthcare, such as dental treatment and eye care, physiotherapy and diagnostic consultations, as well as offering access to scanning facilities and counselling services.

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





Flemingate Development - East Riding College

There's no denying that construction has been hit harder than most industries by the downturn, and our region has certainly had it worse than most. Tony Carroll of Think Zero shines a light on what the future looks like.

The health of the economy is said to be reflected in the number of tower cranes on the skyline we can all count.

That doesn't give us the full picture though. High-rise markers might represent certain types of activity but it's only the very visible tip of one of the UK's largest industries.

Construction employs over 2,000,000 people in more than 300,000 businesses. Nobody can ignore the construction industry because it will be an

critical part of the recovery in the region and Britain as a whole. Besides the people that you see on building sites there are as many employed in design, planning and organisation, and yet more in support businesses from law to stationery.

For all its size it's an odd industry. We still use techniques that are identical to the those used by the workers on the pyramids. It's fragmented, and often cut throat. People come together to work hand in glove on a project, then disband, often never meeting ever again. Everyone in construction has to fight hard for every project and margins can be in single figures or worse.

In spite of all its foibles and tradition, it is one of the most innovative and collaborative industries we have. The built environment affects all our lives on a daily basis and it's at the cutting edge of design, manufacturing, carbon reduction and waste elimination - how does 95% recycling sound?

One of the unusual features of the construction industry is that there is always a stock of projects awaiting the go ahead. Once land is secured, designs are drawn up and permissions are obtained, a scheme can wait for years for the green light. Lead in times for most projects are measured in weeks rather than years and an entire industry can be switched on overnight. This gives construction a huge advantage over many industries - it can literally be switched on overnight and recent announcements by Government are recognising that construction and infrastructure are key part of the recovery.

We deal with hundreds of businesses every year at Think Zero, from the international corporates with turnover measured in billions to local micro-firms looking for ways of creating new opportunities and growth. It's a privileged position to hear the highs and lows of such a wide range of companies, and some of it would turn your hair grey!

So, where are we today?

The mood music has changed over the last six months. There is a definitely more optimism and positivity.

In 2011 tenders were thin on the ground and many enquires seemed to be pricing exercises. That's definitely changed. One regionally active main contractor reports that they have priced 37 schemes in the last couple of months - that's a similar activity level to 2005 for them.

We're also seeing a lot of last year's stalled projects coming back to life over the last few months. Buttons are finally being pressed with intent to go on site.

Major private schemes, such as the long planned retail-led mixed use project on the former Hodgsons Tannery site on Flemingate in Beverley, will create hundreds of jobs during construction and close to a thousand permanent positions when complete. The knock on effects to the general economy will be significant. We can look forward to seeing the impact all across the region from this and other projects as they rumble into life.

The River Humber is once again showing its



value as a regional and national asset. The gigantic Able Marine Energy Park project plans for new wharfs, manufacturing warehouse and commercial space over the 2000 acre site on the south bank, putting the Humber firmly at the heart of the UK's renewable energy and carbon capture industries.

Chamber Members will be pleased to hear that public sector contracts are getting back into gear after the recession and the drastic spending cuts that followed. New procurement bodies are working hard to make sure that local businesses get the best chance to get involved with initiatives such as the Supply Chain Engagement Programme that's delivered by Think Zero.

New collaborative thinking is driving efficiencies that weren't imagined just a few years ago. Subcontractors and materials suppliers are rising to the challenge by devising new techniques and products that are faster to build, cheaper to deliver, give lasting environmental improvements and even provide social benefits to our communities.

Despite the downturn in the construction industry East Riding of Yorkshire Council are taking the lead in the area of collaborative construction procurement across the whole of the Yorkshire and Humber region. This approach has led to the creation of a suite of construction frameworks that offer a one stop shop to public sector procurers.

One of these frameworks, YORbuild, has just broken the £300m turnover barrier and is regularly used by over half of the region's Councils, educational and blue light organisations (fire, police, ambulance) to deliver their construction projects.

Notable local YORbuild projects are the new £20m Humberside Police HQ in Hull and a new £10m campus for East Riding College at Flemingate in Beverley.

The success of YORbuild has led to the recent launch of YORcivil, a regional civil engineering contractors' framework and YORconsult, a regional consultants' framework. YORcivil has had a busy start with the new £10m A164 upgrade being procured through this framework.

Local business Mason Clark were appointed to the YORconsult framework and have already benefited from a commission to support ERYC with the design of the Bridlington Leisureworld project.

This collaborative approach within the public sector has resulted in cost efficiencies from economies of scale. Steve Baker (ERYC Construction Services Manager) commented that "this joined up approach has also enabled a series of value-added initiatives to be introduced that would have been difficult to achieve if Councils were to go it alone".

These added benefits include:

1) An Employment and skills initiative that has delivered an impressive series of outputs on the

YORbuild framework to date e.g. 3000 weeks of apprenticeship employment, progression into employment for 316 people

2) A supply chain engagement programme offering local businesses who sign up opportunities to tender for sub-contract packages.

3) The 4 Good fund which offers grants up to £5k for community projects associated with the frameworks.

4) A sustainability initiative to reduce carbon and halve waste to landfill.

As the YORframeworks have become established and collaboration widens we now have the emergence of a voice for construction procurement in the region. The YORframeworks are represented on a national group who are actively lobbying government to utilise local arrangements, such as the YORframeworks, to deliver works rather than relying on centric arrangements.

Another advantage of the YORframeworks is the ability to offer a rapid solution to the procurement of major projects to the benefit the local economy.

ERYC were able to satisfy the Homes and Community Agency that they had the capability to deliver a large housing programme within tight timescales through the YORbuild framework and this led to over £20m of investment in the local economy that otherwise might not have been realised.

So, while times are still tough for many businesses, the Hull and Humber region is now well positioned to respond to future needs in an intelligent and innovative way that's led by real demand.

There's light at the end of the tunnel.



David Wilson Ensures Hull is Property Hotspot



With a maximum five-star build rating achieved for three years in a row and seven 'Pride in the Job' awards for quality on site under its belt, it is little wonder that David Wilson Yorkshire East is excelling in the property hot spot of Hull.

David Wilson Homes has been building in the region for more than 40 years, amassing an unrivalled level of local property knowledge and promising a reputation for excelling above national quality standards. Its recent 'Pride in the Job' success in Hull showcases the outstanding commitment to service delivery and build quality on offer there.



This industry expertise guarantees that the team has a clear understanding of what buyers in the locality want and is the foundation for the creation of one of its best ever developments; Revelation.

Revelation is the latest in the five-star builder's portfolio in Hull and is bringing buyers higher-specification homes than ever before.

A development of luxurious three and four bedroom homes; Revelation delivers contemporary homes complete with the highest ever standard



specifications. Not just that, but buyers will benefit from details such as bespoke kitchens, spotlights and a choice of fire and surround. Homes also come SKY ready with satellite dish and TV points to all bedrooms.

Revelation is located in the popular Kingswood area of the city which delivers an enviable location, coupled with excellent retail, school and commuter amenities close by. Prices at revelation start from just £169,995.

Buyers can visit the site to get a feel for what this must-see development has to offer by visiting the Milford show home, a superbly presented four bed property. The Milford is resplendent in chocolate brown and pale golds and customers will love the contemporary white high-gloss kitchen with fully tiled floor and all the appliances they could wish for.

Sarah Procter, Field Sales Manager for David Wilson Yorkshire East commented: "Revelation is one of the finest developments we have ever delivered; not just in Hull. The added extras and increased specifications mean that buyers really are getting something special here.

"We are accommodating as many types of buyers as possible and we hope that in doing this and offering a higher level of service and build quality, that home hunters won't hesitate to come to us first."

For more information on Revelation please call the sales team on **01482 833563** or visit www.barratthomes.co.uk

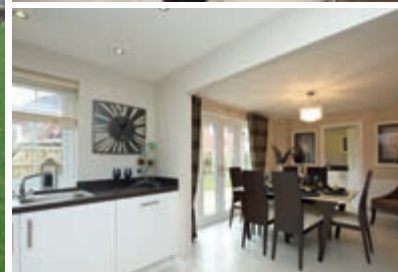
"Revelation is one of the finest developments we have ever delivered, not just in Hull. The added extras and increased specifications mean that buyers really are getting something special here.

"We are accommodating as many types of buyers as possible and we hope, in doing this and offering a higher level of service and build quality, that home hunters won't hesitate to come to us first."

Sarah Procter,

Field Sales Manager for David Wilson Yorkshire East

A dream home at a dream price.



REVELATION, Runnymede Avenue, Kingswood, HU7 3FQ

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David Wilson Homes

David Wilson Homes obtain 2 independent valuations and to ensure 100% market value any offer made matches the average of these. Offer available on selected plots only. Terms and conditions apply. See website for details, subject to contract and status. Images typical of David Wilson homes. Prices correct at time of going to press if mentioned.



The Sangwin Group has been involved in the construction of many projects in the Humber region over the last 130 years from the foundations of the Hull City Hall and North Bridge to more recently the building of new council properties for East Riding Council.

Since the company was formed in the 1880s by Joseph Sangwin it has remained a family business. The business has grown from a pure building and civil engineering contracting business and now has subsidiary companies involved in tarmac surfacing, crane and plant hire, manufacture of precast concrete and the manufacture of educational furniture.

The Sangwin name is well known in the region for its core activities but the educational furniture is supplied nationally and recent projects include Aberdeen and The Scilly Isles. Sangwin Educational Furniture has grown from a small business started in the late 1980s to being one of the top 10 providers of Fixed Furniture and Equipment in the country.

As a Group Sangwin has the diversity to withstand these hard times, but it continues to invest in the area and employ local people. The downturn in construction has meant it has had to look further afield for work and will continue to do so, as the forecasts for government expenditure are predicted to bite further over the next couple of years.

The uncertainty of what the future holds and the deepening recession and Euro crisis does not help in the market place and there still seems to be too much red tape, with planning consents and approvals which prevents developers getting projects started.

There is without doubt a lot resting on Siemens coming to Hull and the benefits to the supply chain

it will bring, in setting up and building factories and offices in the region and generally uplifting the wealth for the community. All the local companies will wait with bated breath as to whether they are given a fair crack of the whip or whether they are ignored in favour of the national companies, as has happened in the past.

They usually come in and bring their national supply chain along, and local companies, with a local workforce are ignored and when they have finished they leave and this provides nothing for the community. The area has many skills and strong businesses to play their part in the rebuilding works in the newly-formed enterprise zone and it is hoped they are allowed to play their part.

At present Sangwin is holding its own in a tough marketplace and, through its investment in its people, it was best placed to be chosen by Centrica to build its new York Field refinery at Easington. Its Cranes have been the preferred supplier for a number of years. Indeed they also work for SSE and Sangwin Civils were involved at Total Refinery when it built its new plant. This involvement and expertise, built over a number of years, has helped the company through the recession. Working in live refineries and the energy market in general is a very specialist field and these jobs are provided by a local company investing in the region which is something to be proud of.





Why Sangwin?

- ▶ Over 130 years young
- ▶ Employed tradesmen & apprentices
- ▶ Dedicated Team
- ▶ Repeat business from customers
- ▶ Safety is our priority
- ▶ Continue to deliver quality projects on time and on budget
- ▶ Flexibility - We act as main contractor, sub-contractor or design & build contractor

Building

Sangwin acts as main contractor for new build and refurbishments. It has a small and major works division and so can undertake contracts up to £2m. Customers include local authorities, NHS, Prisons, housing associations, ABP, developers, universities etc. It is also involved in framework agreements.

Civil Engineering

Sangwin Civils act as main contractors as well as sub-contractors for major national contractors. It has worked on some high profile contracts and specialises in the petro-chemical & energy sectors. Deep drainage, roads, sewers, tank bases, foundations and tarmacing through Sangwin Surfacing Ltd are all areas of expertise.

SANGWIN

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Excel Modular Buildings represents the ideal compromise between cost and quality

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Excel offer the full range of office, toilet and welfare facilities that can be operational within days.

We also have available start-up packages to enable companies or the self-employed to finance that first important step.



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Excel Modular Buildings provide the answer to overcrowding or expanding businesses; we specialise in low cost accommodation fitted out to suit the customer's need. An initial telephone call or e-mail to our sales department can establish promptly how best we can assist you.

Some enquiries can be answered quickly, others may require a more in depth study. Our experienced technical and project managers are available to meet at site and assist where possible.

An official quotation will be prepared for your perusal and consideration unless the matter can be confirmed in a quick email.

We feel it our duty to give you information as quickly as possible – time is very much money and we want you spend it wisely.



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Construction on new sites- compliance with the Health and Safety at work Regulations

Excel Modular prides itself in having a dedicated team of trained professionals available for installing site accommodation.

Our Health and Safety management team ensure that the work is supervised correctly and carried out in compliance with the latest regulations and safety measures.



Stock units consist of: offices, canteens, toilets, drying rooms and storage containers, all of various sizes. For Sale or Hire.

Added security required? We have a full range of anti-vandal units available.

Schools and nurseries-Increasing classrooms size or setting up child care

It's long since been a fact that Education and child care facilities have benefited from the use of modular buildings.

Consistently proving the most cost-effective way of solving an accommodation problem of where to educate and look after our children, we have a standard stock design but can offer new or refurbished units to meet our customer's needs.

Excel Modular Buildings are ideally situated to service Yorkshire and Lincolnshire

Excel Modular has its main office located in Hull within close proximity to the Dock areas and also a depot Lincolnshire supplying the south side of the Humber.



Customised Container - Laboratory



Interior laboratory



+Creative engineering

Multi-disciplinary Consultants



Waldeck are an Award winning, Professional services business, providing Multi-disciplinary engineering design and consultancy and are proud to be a part of the continuous investment and development of the Humber region.

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Inspiring Change

Design Your Building for Operation

Facilities Management

From a client's perspective, planning the delivery of a new building can be a daunting task and one that cannot be taken for granted.

Often, the design will focus on how the building will look and work for the core activities of the organisation, but the non-core activities can be overlooked. For example, a full-height large glazed architectural atrium may look appealing, but has anyone thought about how to clean the glazing? In large buildings, simple things such as a lack of cleaners' cupboards can decrease the productivity of the cleaning teams. Positioning of the heating plant and access to maintain it is another element which can be costly if not thought through.

Most of these considerations are common sense, and have been addressed by some guidelines and professional practices, but it is easy to get carried away in a fast-paced design process; especially if you, as the client, have not been involved in one of these projects before.

A well thought-out Facilities Management (FM) strategy can help you get the most of your new building.

FM is one of the fastest growing professions in the UK, where 'Facilities Managers' are responsible for supporting the non-core activities of an organisation, such as building maintenance, cleaning, catering, security, grounds maintenance, post room and portering.

FM input into the design of a building offers a unique and much-needed contribution to the design team and delivers benefits long after the client has moved in. Facilities Managers' knowledge of operating and delivering services in similar buildings will enable experience-based decisions to be made on the layout and specification of building elements and plant.

With a move towards Whole Life Costing, the multi-disciplinary Facilities Manager can offer real-life experience in maintaining expensive assets to the intended design life, through proactively planned maintenance regimes. In Public/ Private Partnership projects, it is now common for the outsourced Facilities Management service provider to take on the risk of building element life spans. There is even more need to focus on an effective and proactive maintenance regime to extend the life of the assets and avoid costly and unplanned replacements.

Robertson Facilities Management, a privately-owned company that was established in 1999 in response to delivering an FM service to the new PFI/ PPP projects,



Archbishop Sentamu Academy, Hull – Robertson Facilities Management provide a Hard FM service package

has been involved in the design process of over 60 newly constructed buildings. Subsequently, Robertson now delivers the operational FM services on these buildings over long-term periods. Robertson understands how to get the most out of a building design.

One of Robertson FM's most recent projects is the Hull Building Schools for the Future (BSF) project, where it was chosen to be the Facilities Management service provider for the Esteem Consortium.

The Hull BSF project comprises three new schools that are currently operational with 100 local employees. A further four are under construction and due for handover in early 2013, with an additional three in design and negotiation stages, which will take directly employed local employees to over 200.

Robertson FM provides a mixture of FM services to each of the schools ranging from 'Total FM', which delivers all the non-core services to the schools, to a single building maintenance service in compliance with statutory requirements. As every customer has their own individual requirements, Robertson FM focuses on bespoke and individual servicing for each of its client's non-core servicing.



Winfred Holtby & Tweedykes School, Hull. Robertson Facilities Management was involved throughout the design process of this school and now provide full FM services to the school, including the management of Community use.

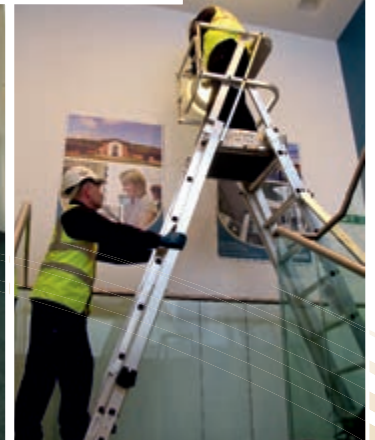
ROBERTSON FACILITIES MANAGEMENT

When you're looking for a facilities management partner, it makes sense to choose a company that will use its expertise to enhance your competitive edge.

Our vision is 'to be the facilities management supplier of choice with a reputation for quality, value and commitment.' In order to achieve this we ensure that we treat each client as an individual, providing a bespoke solution to meet their specific needs.

We provide facilities management services which allow our clients to focus on their core business whilst we take care of the building condition and soft service requirements. Robertson Facilities Management offer a host of services, including, but not limited to:

- Mechanical & electrical installation/ maintenance
- Building & fabric installation/ maintenance
- Statutory testing & inspections
- L8 Water Management
- Cleaning service
- Grounds Maintenance
- Lifecycle costing & management
- Energy & Utilities management
- Community services management
- Facilities Helpdesk



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Quality Personnel Ltd

Recruiting the skills to make things happen



We are a local privately owned company, founded in 1997 by Huw Jones and Sue Beales. The company primarily operates within the Office Services, Industrial, Construction and Renewables Sectors, and has recently added a Mechanical and Engineering Recruitment Service to its already successful group.

Quality Personnel enjoys a position within the market which affords us the ability to discuss openly and honestly, job opportunities, market sector trends, the latest legislation implications and future plans with both our clients and candidates alike.

In summary our approach is open and collaborative. We are straight talking, hard working, highly flexible and easy to do business with.

At Quality Personnel we regard ourselves as working 'with' rather than 'for' clients.

75 Years of Sustainable Growth

Scunthorpe based Clugston Construction, part of the Clugston Group, which this year is celebrating its 75th Anniversary, is one of the North's leading privately owned building and civil engineering companies.

Clugston Construction history

Initially involved in runway construction for the RAF in the 1930s, leading up to World War II, Clugston Construction began to grow when contracted to construct - amongst other things - air raid shelters, defence systems to prevent enemy gliders landing and anti-glare pits to prevent the Luftwaffe spotting Scunthorpe's molten blast-furnace slag at night. This association with the steel industry remains today, where they continue to provide capital projects and maintenance services to Tata Steel and other allied businesses.

Investment in road rollers and mechanical chipping spreaders during the 1960s and 1970s also saw the company completing the surfacing of over 100 miles of motorway, including the M1, M180, M62 and M6, as well as an approach road onto the Humber Bridge.

The step from civil engineers to builders started in the 1960s with the acquisition of a number of small Humberside-based building contractors, a move which gradually led the Company into building schools, hospitals, supermarkets, factories and offices. Amongst notable local building schemes were Marina Court in Hull, laboratories and a Visitor Centre for BP at Saltend, and The Parishes Retail Centre in Scunthorpe. More recently Clugston has completed work on the Baths Hall in Scunthorpe, the region's newest entertainment centre, and Oasis Academy in Grimsby.

Today the Company's combined civil engineering and building capabilities are being used on a range of complex schemes for public and private clients, especially those in the region's traditional industrial process sectors. With recent investments in the Facilities Management division and the introduction



Baths Hall at night

of 'Revive', a refurbishment and fit out service, Clugston is able to offer greater flexibility and whole life support to its strong local customer base.

This is underpinned by its reputation for stringent health, safety and environmental standards, which in July saw the company receive the Construction News National Award for its commitment to safety.

The company continues to invest in service improvement and enhancement and, despite the difficult economic climate, is growing and creating employment.

Sustainability at its heart

Ironically a significant amount of this recent growth has come from a source which was at the very heart of Clugston's origins, namely 'Recycling and Waste Processing'.



During the Great Depression, in order to create employment, the company worked the slag banks of one of the local iron and steel plants. From this, innovative uses of the recycled by-product were developed and following official incorporation in 1937 - 75 years ago - Clugston expanded to become a major supplier of Foamed Slag and Ground-Granulated Blast-Furnace Slag (GGBS) cement.

More recently, as the industrial world, especially the construction sector, struggles with another major depression, the company is once again enjoying success in the waste and recycling sectors.

With three multi million pound schemes currently on site to build Energy from Waste facilities and several others under development with process partners, the company is once again at the forefront of the recycling and waste reduction sector.

With one of these plants in North Hyckham near Lincoln, Clugston Construction is well advanced with constructing the civils element for the £145m investment. When complete this will treat up to 150,000 tonnes of household waste per year - dramatically reducing the amount of waste Lincolnshire sends to landfill - and will produce enough electricity to power over 10,000 homes and businesses.

Within the wider sustainability agenda Clugston is also involved in a number of biomass projects and recently completed the civil engineering works for Europe's largest bio diesel plant in Hull.

With the Green Agenda so important to the Humber Region, Clugston is well-placed to support organisations seeking to develop facilities in the area.

75th Anniversary Charity Challenge

Clugston Construction recognises the role it plays within the local community and, as it celebrates its 75th anniversary, as part of the Clugston Group, it looks forward to retaining the strong links it has developed with many long-standing suppliers and the continued support of its customers throughout the Humber region.

To celebrate reaching this corporate milestone the Group is holding a number of commemorative events throughout 2012, involving staff, customers and suppliers, to raise £75,000 for a number of regional charities. These include: The Lighthouse Club Benevolent Fund, Lindsey Lodge Hospice, The National Autistic Society, The Prince's Trust, The Samaritans, The Weston Park Hospital Development Fund, The Woodland Trust, Young Enterprise Trust, Gifted, and Trussell Trust.

Clugston Encourage Investment in Energy and Renewables

As members of the UKCG Group of leading contractors, Scunthorpe based Chamber Patron Clugston have lobbied hard to encourage the Government to invest in public infrastructure, especially energy and renewables projects, which could form such a major economic spring board for the Humber Region.

With evidence to support the fact that for every pound spent on construction 92p stays in the local economy and also generates economic activity worth £2.84 billion, the case for reviving the economy by investing in construction is strong.

“As one of the hardest-hit sectors during the recession, a situation which continues to prevail, the industry needs some good news. Consequently

the national infrastructure plan, which identified a £250bn pipeline of projects over the next decade, is a welcome first step. The emphasis must now be on providing certainty to the industry by taking clear decisions and ensuring projects come to fruition. This is especially so for the renewables sector, which this region is well-placed to support, with its natural geography, geology and skills,” explained Clugston marketing director Paul Goulard.

Whilst Clugston have developed a strong forward order book for the construction of Energy from Waste plants and a number of niche sectors, the overall construction market, which in this region is valued at £15.7bn and supports nearly 300,000 jobs, remains difficult.

Delivering Significant Savings in Facilities Management

By its very nature, facilities management is not a core component of most businesses. Complex, fragmented and highly operational, it's an unattractive area for the uninitiated.

However, procurement has recently been making great strides in the area of FM, unlocking value from the most unlikely sources.

Running a strong procurement process for any of the key FM services will deliver value.

Although FM is an area where procurement has not traditionally played a strong role, it can yield an excellent return on investment for the buying organisation. Rather than focusing on lowest price, reviewing support functions can act as a catalyst for challenge and change and draw upon the technical and operational expertise from within the organisation. Rather than just squeezing supplier margins, the joint team can use a range of levers, such as value engineering, specification review and bundling, to create additional value and to build strong supplier relationships which will sustain performance in the long term.

As a catalyst for challenge and change, we are regularly delivering savings of up to 30 per cent in FM, unlocking value in unlikely ways. For a free consultation about delivering better value from your estate, please e mail Mark Willett at mark@markwillettpartnership.co.uk

Building for a Bright Future

Since its conception in 1988, PBS Construction (N.E) Limited has provided professional and quality construction related services to Hull, Yorkshire and the North East region.

Many civil engineering contracts in this area are evidence of the company's expertise and competence in this industry sector.

Its commitment and dedication to provide an efficient service to a variety of commercial and industrial infrastructure projects, such as: Hull Marina in Hull, Sutton Road Bridge and Anlaby Road flyover in Hull, is a testament of its success in securing repeat business from clients and maintaining relationships with local councils.

PBS Construction (N.E) Ltd is committed to providing the best possible service for its clients. To ensure this all of its staff receive training in order to broaden their skills and more importantly provide the quality and professionalism assurance that clients have come to expect from such a committed organisation. This has earned them the Gold Award Certificate of Commitment with 86% of all employees holding a current CSCS card and accreditations with some of the top standards in the industry.

The Mark Willett Partnership is a quality driven, property, construction and facilities management consultancy.

We provide a full range of consultancy services designed to deliver effective solutions for clients.

Our services include:

- project management
- cost management and whole life costing
- asset management
- procurement and contract services
- facilities management consultancy

Mark Willett Partnership

Working Together – Achieving Together

Mark Willett Partnership Ltd, 40 Ings Lane, North Ferriby, East Yorkshire HU14 3EL

Tel: 01482 317348 Mob: 07947 527773 www.markwillettpartnership.co.uk



Many civil engineering contracts in the Yorkshire and North East are evidence of PBS Construction (N.E) Ltd's professional quality and expertise since its formation in 1988.

Building & Refurbishment

We are one of only two Chartered Building Companies in the Hull area. PBS Construction (N.E) Ltd has undertaken a variety of Commercial and Industrial projects including warehouses, shops and refurbishment.

Bridges

PBS Construction (N.E) Ltd have completed 114 contracts since 1990 involving bridge construction and refurbishment, ranging from the reconstruction of Serpentine Bridge at Hardwick Hall Country Park near Sedgefield, completely rebuilding a single span elliptical masonry bridge on an ornamental lake, a bridge which was originally built in 1754 designed by James Paine.

Civil Engineering

PBS Construction (N.E) Ltd are recognised for their Civil Engineering work as many roads, bridges and other contracts, particularly in Humberside, Yorkshire and the North East, will testify.

We have recently completed a four year Term Contract for Highway Maintenance and Improvement Schemes for Hull City Council on which we carried out 110 schemes with an approximate contract value of £10 million.

Concrete Repair & Specialist Services

We have a thorough and professional knowledge of a wide range of specialist materials and systems. We are therefore in a unique position to provide specifically engineered remedies tailored to meet the needs of a wide range of concrete repair projects.

By employing a professional team we are able to provide the simplest and most cost-effective solutions to damaged or worn concrete structures.

Paving

PBS Construction (N.E) Ltd have a vast amount of experience from the construction of small paths and drives to public realm sites using the following paving materials:- Pre-cast concrete pavings and blocks, In-situ concrete, imprinted concrete and exposed aggregate, Clay block paving, Yorkstone paving and setts, Granite paving and setts

Contact

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Two way Radio Networks – A Modern Communications Solution?

When we think of communicating with fleets of vehicles, or employees in the field, we generally think of mobile telephones, those ubiquitous devices which magically connect the office to the worker. They seem to be cheap, reliable and do the job well – or at least that is how we perceive them.



However, when you start to look more critically at them, you realise that, in reality, the coverage is patchy, calls often drop out, the audio quality on most handsfree kits is poor, causing you frequently to repeat words or sentences, batteries go flat, and generally the experience leaves a lot to be desired.

Before mobile phones, those who could afford them used two way radios. They were expensive, and had limited range, but otherwise call quality was good when you were in range, reliability was excellent, and there were no batteries to go flat. The key to their downfall, however, was that they had limited range and were expensive.

Today there is a new technology which gives the best of both worlds. A local company, Fleetcomm Mobile Networks, is building a national trunked radio network. In laymans' speak, a trunked network is a number of transmitters linked together, like a cellphone network, but using radio technologies. This is much like the radio network used by the Police, Fire and Ambulance Services.

With the Fleetcomm radio network, each vehicle has a small radio installed within it. This communicates to the local transmitter, which is interlinked to many others, giving blanket coverage of the local area. This is similar to a mobile telephone network, except that these transmitters, because of the frequencies used, give far greater range, meaning that there are virtually no 'dead spots' or call drop-outs.

When the office wants to call a vehicle, you dial in the number of the vehicle (which is either two or three digits – no more 10 digit telephone numbers to remember!), and press the call button. Less than a second later, you are connected through to the vehicle. You can then pass your messages quickly and easily, free of drop-outs, repetitions and handsfree kit noise.

In terms of usage therefore, it is a great improvement over the current situation with mobile telephones, which are generally quite clunky. However, there are other benefits, particularly with regards to price.

The first thing you notice with price is that there are no installation charges nor call charges. No fair use policies nor expensive repair costs. All maintenance, calls and installation is included. This is a large hidden saving, and can often be a hidden cost with mobile phones. Your drivers can communicate with each other as much as they like, if you want them to. If you don't want them to, then you can stop them talking to each other completely. You don't get large over-usage penalties sprung on you like with mobile phones. This gives you complete control over how your vehicles communicate which you can tailor to your own needs.

Tracking is now something which everybody wants, and this system offers. Using a web-based system called RoutePlot, you can log in anywhere in the world, see where your vehicles are, where they have been and how fast they are going, etc. The big difference between this tracking and mobile phone based tracking is cost - less than half that of most 'traditional' tracking systems.

The last main feature of two way radios is the broadcast 'group call' facility. Effectively with a 'group call', you can make a call to all radios at once, so if there is a traffic jam, or you wish to find out quickly who is near to a particular location and is not going to a job, you make a 'group call', and every driver can hear what you are saying, at the same time. If one of them replies, then everyone can also hear their reply. This is perhaps the 'unsung hero' of the system, and the reason why people still use two way radios (in one form or another) today.

So, to sum up, two way radio is something which has been forgotten about for many years, but has been brought back to life by the radical new thinking and technologies employed by Fleetcomm Mobile Networks, which provides a very cost-effective communications solution.

Connection to the Fleetcomm Network is available in this area through LRN, a well established two way radio dealer who now specialises in Fleetcomm products and services. For more information, visit their website www.lrn-radios.co.uk



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Awi Group Moves to New Markets

Driffield Firm looks for Greener Grass

AWI Outsourcing Ltd is the UK subsidiary of **AWI Group**, who have other companies in China, Hong Kong, Germany, Poland and Ukraine. All the companies co-operate to give a truly international service to clients in the steel-buildings and associated products markets. The Group was set up in 2004, and now turns over around £50M – largely outside the UK, with our construction industry currently struggling through what Greig Tulloch, AWIO General Manager, describes as ‘a multi-dip recession’. Despite this, AWI Outsourcing is showing much higher trading figures in 2012 than previously.

Greig is pleased to point out that the activities of AWI Group, and of AWIO, have not stood still for the last two years, and a strategy of diversification is successfully showing the way forward for all the AWI companies. He says it is not a case of ‘back-to-basics’, but more a case of ‘use the Group’s basics to move into newer markets’. AWI’s basics are the design-and-build of steel structures, both for construction and for industrial purposes, and the UK subsidiary provides turnkey buildings throughout N Europe – and in addition, sources steel products and components from the Far East and from E Europe for UK clients. This sourcing is undertaken in co-operation with the other AWI companies, who are also design-and-build engineers who can ensure that

the products or components are QA/QC compliant with EU standards.

“Our sister companies are helping us to widen our scope”. Greig gives examples such as the Polish and German subsidiaries, which are enjoying much more active construction markets than UK, and which are designing about 100 steel buildings each year. They are now entering the associated sectors of roof-mounted photovoltaic generating systems on those buildings, plus thermal walls, passive solar design, and air-tight/moisture-tight envelopes. “In other words, 21st-century buildings”. And the Ukraine company, who “certainly do not have a very active construction market”, are working with the Kiev local government to lay down a waste-disposal plan for the next 20 years, involving incinerator plants and re-cycling facilities.

In China, AWI has recently signed up with a developer to manufacture modular units for the primary industries (mining and processing): the units are fully fitted-out and click together to form accommodation lodges for 200-2000 staff in the less accessible mining regions (Canada, Brazil, Azerbaijan...). And at the fabrication Works in Ningbo, where AWI has JV partners, they are also manufacturing Waterpark structures and Rollercoasters.....one of the few booming sectors of the world’s construction market.

“It helps to have this diversified international activity during difficult times. More importantly still, it helps to move into developing markets” says Greig.



“AWI Outsourcing can help UK clients to design or to source components from the most competitive economies in the world. We can also design and construct state-of-the-art buildings or structures. We are well aware of the future intentions in Humberside of sunrise industries, and we hope to play our part in them.”

AWI
OUTSOURCING LTD

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Brook Street
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Tel: 01377 240769

E-mail: greig.tulloch@awi-outsourcing.co.uk

Outsourcing contracts above: Top left: Offices & Warehouse in Katowice Bottom left: Obolon Brewery Extension in Kiev Right: Roof trusses at Reykjavik Airport Bottom right: Feature staircase in Guildford

New Partnerships to Make the Most of the Natural Environment

The Government has announced success for the Hull and East Riding area in obtaining formal status for a Local Nature Partnership (LNP).

Fifty new Government-backed LNPs are to be set up across England, Parliamentary Under-Secretary for Natural Environment and Fisheries, Richard Benyon and Defra revealed, to create a step-change in how we work on protecting and enhancing the natural environment through strengthening local action.

Last year the Government published a new Natural Environment White Paper, which sets out policy on a range of issues about the natural environment, and emphasises the economic and social benefits it provides.

There is significant opportunity for the development of a green economy in the Hull and East Riding area through the growing renewables sector. However, the green economy is wider than just renewable energy and should also recognise that we have a reliance on the natural environment for the economic goods and services it provides.

The benefits we get from nature are described as 'ecosystem services' and sustainable economic growth relies on them. Many of these are very important to the Hull and East Riding area, such as flood protection, food production, raw materials and green tourism amongst others. Some products like timber have a known financial value – in other cases, such as the role of bees in pollinating crops, we are only just beginning to understand their role and financial value. We don't yet fully understand, nor correctly value, all of the ecosystem services in our area, but it is clear that a healthy natural environment plays an essential role in our economy.

It is hoped that the new LNPs will bring businesses together with land managers, local authorities and conservation organisations to lead integrated projects to connect and restore nature. The LNP will support joined-up action locally by businesses to promote a green economy and capture the value of nature by working with Local Enterprise Partnerships (LEPs) in this area.

Councillor Symon Fraser, cabinet portfolio holder for environment, housing and planning, said: "The partnership will enable people from different sectors

to work together to consider Hull and East Riding's natural environment functions as a whole and how it contributes to the area's economic and social prosperity.

"The aim is to encourage all sectors to engage with and benefit from the natural environment."

Councillor Martin Mancey, Hull City Council's portfolio holder for environment, transport and emergency planning, said: "Hull and East Riding of Yorkshire Councils have a strong track record of working alongside each other on waste, flood management, minerals and the renewable agenda. The approval by Defra of the Local Nature Partnership reflects the strength of the working relationship which both councils will take forward alongside key environmental partners."

Margaret Hicks-Clarke, Vice-Chair of the North Bank Partnership said:

"The natural environment can be seen as a constraint to economic growth, but in fact our economic success depends on a healthy environment and the sustainable use of natural resources. In the Hull and East Riding area we have a rich and diverse natural environment which provides opportunities for new markets, such as nature tourism."

Phil Slingsby, head of health, safety and environment at KCOM Group Plc said:

"Business has both a direct and indirect impact on ecosystem services, through land and resource use, pollution, supply chains and investment decisions. At KCOM Group we have made an on-going commitment to minimise the environmental aspect of all aspects of our business."

Chamber Events Diary 2012

■ **Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to meet potential clients and develop valuable business relationships. All your staff can do so.**

■ Chamber St Leger Festival 2012

Ladies' Day

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

■ Members' Speed Networking and Lunch

Friday 28 September 2012
Beverley Racecourse, Beverley

■ Chamber Bridlington & Yorkshire Coast Business Awards 2012

Friday 5 October 2012
The Spa, Bridlington

■ Members' Speed Networking and Lunch

Friday 19 October 2012
Forest Pines Hotel & Golf Resort

■ Members' Speed Networking and Lunch

Friday 30 November 2012
Goole High School, Goole

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

Challenging Times in Mines Rescue

It's a changing world and these are challenging times for one of the world's most experienced Mines Rescue Services.

The specialist teams still provide vitally important training and underground emergency rescue cover for mines throughout England, Scotland and Wales. However, these days, the expertise is available to any UK industry, offering health and safety consultancy/ training on many aspects including safe entry into confined spaces, rescue and recovery of casualties from a confined space, breathing apparatus, emergency preparedness and First Aid.

The service's area of expertise is in the provision of on-site emergency rescue teams, to ensure safe entry into confined spaces for entrants, in order to ensure that employers comply with the requirements of the Confined Space Regulations 1997.

People are still being killed or seriously injured in confined spaces in a wide range of industries, from those with an obvious risk to apparently very simple entries where the risk is not fully understood. Casualties include not only those working within the confined space but also those who try to rescue them without proper training.

Kellingley Mines Rescue Training Centre is approved to award the full suite of City & Guilds 6150 confined space qualifications.

The company is also accredited to deliver training on behalf of NEBOSH, IOSH, CIEH, HSE, ECITB and many more Mines Rescue endorsed courses.

Keep it Simple StyleTech

When StyleTech talks with its clients about their requirements for a software system, application or enhancement, words and phrases like web-based, mobile, tailored, streamlined, user-friendly, intuitive, robust, secure, seamless and integrated are sprinkled liberally through the brief.

The route to satisfying these requirements is invariably a bespoke software system that delivers 'simplicity' for the businesses of today, accompanied by 'scalability' for businesses of tomorrow.

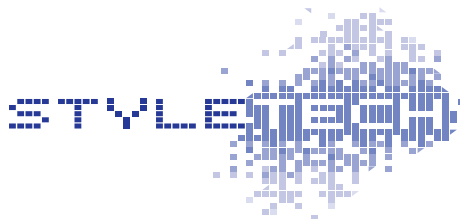
StyleTech's version of 'simple' is clever without being complex, straightforward without being basic and forward-thinking without being quirky.

Delivering 'simple' could be a bespoke CRM system or database application that integrates seamlessly with existing software to create one central hub of data, a business brain capable of simultaneous recording, updating, analysing and reporting.

Delivering 'simple' could be real-time reporting based around financials, sales and production activity. With 24/7 data access via a cross section of mobile devices such as iPhone and Android, this level of accurate and reliable business and consumer intelligence supports faster and more effective management decisions.

Delivering 'simple' could be an SMS text-based mobile application, a bespoke system that could open fast and efficient customer and supplier communication channels via a two-way text messaging service.

For further information surrounding bespoke software development talk to Sarah McKenzie, Business Development Manager at StyleTech Solutions Limited on 01482 325779 or by email sarah.mckenzie@styletech.co.uk. You can also visit www.styletech.co.uk



Genesis Business Systems

Genesis Business Systems provides a comprehensive range of IT & communication services covering most requirements.

The thriving business, based in Goulton Street, Hull, celebrated its 25th anniversary last year and is continuing to develop further its range of products and services.

Whatever the nature of your business, the size of your company or the scope of your IT requirement, Genesis offers the professional skills and resources to empower your business to communicate, compete and succeed.

Specialising in a range of solutions, including IT equipment and support, tablet PCs, accounting systems, network cabling, telephone systems, software development and web design, there's little this comprehensive company can't do to improve your IT.

Keeping up with the rapidly changing technology world, Genesis has recently introduced smartphone and Tablet PC application development.

Mobile apps can be developed for you to provide information or services to your customers and suppliers, or empower your mobile workforce to ensure back office Systems are updated remotely whilst on the move.

Genesis is holding 'App User Experience Sessions' to explain more about apps and how they can meet your business needs.

For more information about Genesis Business Systems call **01482 210999**, e-mail info@genesisis.co.uk or visit www.genesisis.co.uk



Genesis Business Systems

Balfour Beatty Living Places

Balfour Beatty Living Places work in partnership with local authorities to create local regeneration strategies which help transform communities and local economies.

We create long-term, sustainable relationships so that we can continue to deliver value for money, right into the future. Balfour Beatty Living Places offer an extensive mix of services and includes customer front and back-office transactional services, facilities management, managed services, highways and street lighting, capital and maintenance works.

Its Regeneration Partnership with North East Lincolnshire Council is focussed on the long-term economic development of the area. We provide a wide range of services to the Council including comprehensive management of their highways and property assets, town planning, strategic asset management, architectural design, strategic housing, planning and economic development and regeneration.

As a result of our investment in the region and our local infrastructure, Balfour Beatty Group are now in a position to offer a number of services to local businesses and organisations, including:

- Architectural Services
- Strategic Asset Management
- Facilities Management
- Building Management
- Security Services
- Data Management
- Building Control Plan Inspection
- Building Control Fire Consultancy
- Building Contract Management Inspection
- Arboriculture Services and Tree Management
- Housing - Green Deal Assessments
- Housing - Domestic and Residential Energy Assessments
- Spatial Planning
- Parking Services
- Structural Engineering

If you would like further information on any of these services, please contact:

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Europarc, Grimsby,
North East Lincolnshire
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Sara.Asquith@nelincs.gov.uk

Tel 01472 326597

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Email: info@samaritans.org
Web: www.samaritans.org
Samaritans is a Registered Charity No. 214022
Registered Company No. 21212

PPS East achieve BRC accreditation

Grimsby-based PPS East has recently become BRC Storage & Distribution* certificated at its state-of-the-art wash location, where they clean a range of returnable transit equipment, such as plastic boxes, crates, pallets and bins that are used throughout logistics supply chains and primarily the fish and food processing sectors.

Since PPS East moved into its current facility over a year ago, having invested considerably in industrial wash equipment, the company has increased its exposure and activity in the retail supply sectors and felt that BRC accreditation would encourage other large players across all food sectors to use its services.

During the course of 2011, PPS introduced a Quality Management System at the Grimsby location and this was the basis of the recent audit, which resulted in the award of the BRC certification.

Although the core business of PPS East has historically been linked to the fishing sector, the company has recently launched a new marketing initiative, offering its services to other non-fish food sectors, capitalising on Grimsby's reputation as 'Europe's Food Town.'

Andy Flynn, Operations Director of PPS said, "Our sites at Grimsby and in the Midlands are similar in their operations. We achieved our ISO 22000 certification some time ago at Measham, but after careful consideration, decided that the BRC Storage & Distribution certification at Grimsby would be more appropriate for our profile and market visibility in the markets we currently serve".

Rollits Help to Bring Steve Bruce to KC

Hull law firm Rollits LLP acted for Hull City AFC to help bring Steve Bruce to the city as the Tigers' new manager.

Previously the manager at Sunderland until last November, Steve Bruce has also managed several other high-profile clubs such as Sheffield United, Huddersfield Town, Wigan Athletic, Crystal Palace and Birmingham City.

Ed Jennesson, who advised on the employment issues which arose when the Allam family bought the club in 2010, headed the deal, advising the club on contractual matters along with the preparation of Mr Bruce's terms and conditions of employment and negotiating with Mr Bruce's legal team.

Ed said "We are pleased to continue to act for Hull City, and delighted to be involved in bringing such a high profile manager to the Tigers. It was an interesting matter to be involved in and gave Rollits the opportunity to utilise our expertise in both employment and sports law."

Ehab Allam, Vice Chairman of Hull City AFC said, "We are very grateful for the expert advice from Rollits during the contract negotiations and the hard work put in by Ed under a very tight timescale."



PwC Regional Leader Appointment Focuses on Growth

PwC has announced that it will split its Northern practice into two regions – the North East and the North West.

To facilitate this enhanced regional market focus, PwC has announced the appointment of Ian Green as Regional Leader for the North East region, which includes the firm's four offices in Leeds, Sheffield, Hull and Newcastle. He succeeds Steve Denison, who has been promoted to lead the firm's Assurance business across the UK regions. The regional split and appointments came into effect on July 1.

Ian Green has had a successful and diverse career at PwC and has been a partner for eight years. Celebrating 25 years with the firm this year, Ian leads the Northern Restructuring practice. His expertise lies in corporate reconstructions, restructuring and accelerated mergers and acquisitions. He will continue this work in addition to the Regional Leader role.

Stephanie Hyde, PwC partner and UK Head of Regions, said: "We recognise that opportunities for growth across the North are significant and that

each region has unique industries and sectors. Our success lies in our people knowing the market inside out. Having a clear focus on the North East region reinvigorates our offer to local clients and will go a long way in supporting a growing regional economy."

"Steve has made an excellent contribution as regional leader for the North over the past three years. I am pleased that he will now be representing the strengths of the regions on the national Assurance Executive Board."

Ian Green said: "The North East is an incredibly important region for us, with a vibrant, growing business community and it has a significant role to play as we all seek opportunities for regional growth. I am looking forward to building on the success of our 1,000-strong team here and am committed to growing our presence in the market and offering our breadth of expertise to clients in every part of the region." Steve Denison will continue to be based in Leeds, retain local clients and remain actively involved in the region. He said: "The last three years as regional leader

have been a real highlight in my career. I am delighted to hand over the regional leadership role to Ian – he has successfully grown our Restructuring practice and he now has the opportunity to help make an even bigger contribution to the North East's success."

The office senior partners in each office across the North East in Leeds, Sheffield, Hull and Newcastle will continue to work together to increase our presence in the region."

In the North West, Iwan Griffiths, an audit partner currently seconded to PwC's Tokyo office, with expertise in the financial services sector, will join the Manchester office as the Regional Leader and Office Senior Partner. Nick Boden, current Senior Partner in Manchester, has been appointed to lead the firm's industry team that will focus on growing the business across key clients. Martin Heath, currently the Assurance Leader for the North West, will join the Liverpool office as Senior Partner.





From left to right: Ian Briggs, Yorkshire editor of TheBusinessDesk.com, KC's Community Relations Manager Anna Millar and Greg Markham from award sponsors Henderson Insurance

KC Community Activities Recognised with Regional Business Award

The community activities of local communications provider KC were recognised with an award win at TheBusinessDesk.com's Business Masters awards in Leeds in June.

The KC in the Community programme won the Yorkshire Pride Award, which celebrates the most meaningful philanthropic initiative by a business, organisation or leader.

Since KC's community programme was established two years ago, it has supported more than 150 community groups, charities and schools by donating employee time, business resources and financial support.

Employees are encouraged to volunteer, with the result that KC people have spent more than 4,200 hours on community activities since 2010.

A panel of judges shortlisted three entries in each of the six award categories, which were then voted for by TheBusinessDesk.com's readers.

Anna Millar, KC's Community Relations Manager, said: "It's right that a business of our size gives back to the local community. Through KC in the Community we get involved in a range of projects, events and activities that make our region a better place to live and do business.

"Our community programme is always developing – for example, we're currently working on a training programme for our people so they can support local schools with events like careers days and science and technology education."

"Winning this award is great recognition of the commitment of employees from every part of our business to supporting local communities."

New £1.7m Crane Grabs Attention at ABP's Port of Hull

Above ABP Hull's new crane loading its first consignment, rapeseed, to mv Kate C



Cargo handling capacity at Associated British Ports' (ABP) Port of Hull has received a boost following the delivery of a new £1.7m Liebherr LHM 180 mobile harbour crane.

The new crane, which supplements four existing Liebherr mobile harbour cranes as well as a Liebherr mobile excavator crane in King George and Queen Elizabeth Docks in the port, will be used mainly for handling dry bulk cargoes using a 12 cubic metre grab. The crane has the capacity to lift up to 64 tonnes of cargo which gives an adaptability and flexibility to handle a wide range of other commodities, such as containers, packaged or palletised goods, and project cargoes.

Mike Sellers, ABP Deputy Port Manager Hull & Goole, said: "The crane can be transferred between various port operations, and this will enable ABP to offer an even better service to our customers. We now have six versatile machines, in addition to our portal cranes, which can handle a whole range of cargoes of up to 100 tonnes in weight throughout the Port of Hull."

The first job for the new crane was to load 4,000 tonnes of rapeseed on to mv Kate C. This was carried out by ABP's operations team on behalf of Frontier Agriculture, which operates the Frontier Import Terminal in King George Dock.



Appointments Strengthen Firm

A raft of appointments at Hull-based John Good Group are set to strengthen the business as it seeks to expand further.

Previous joint managing director Alan Platt, has been promoted to Managing Director of the John Good group of companies, while the board also sees two new additions. Seamus Jennings has been named group Sales Director, while John Garnier has been promoted to group Finance Director. Significantly, between the three, they have a combined total of almost 50 years' service to the company.



Alan Platt

Alan Platt said: "Our origins are in Hull, stretching back over five generations. We are very committed to the city and to the local Humber region.



John Garnier

We have a strong desire to grow further and develop regionally as well as nationally and internationally.

"In 2013, we will be 180 years old. These recent internal appointments are particularly significant as it is the first time in the company's history that a member of the Good family has not held an executive role following the devastating and untimely death of Matthew Good last year."



Seamus Jennings

Alan also believes the relatively young ages of the new board members – Seamus is 48, Jon is 44 and Alan is himself 42 – demonstrates that the company is in great shape to build on its recent success and to prepare itself for future growth.

Seamus Jennings has worked for the company for over 20 years and is thrilled with his new appointment. He said: "The past 22 years at John Good Shipping have allowed me to gather a vast amount of knowledge from colleagues past and present which will stand me in good stead in my new role."

New Faces Welcomed Onto Hull BID Board

Hull BID has announced the appointment of five new Non-Executive Directors to its Board.

The new appointees are Lee Appleton, Centre Manager of the Prospect Centre; Guy Falkingham, Director of Hull-based Blueprint Marketing Limited in Humber Street; Steven Marsay, Store Manager of Debenhams; Luc Perquin, General Manager of the Mercure Hull Royal Hotel and Tony Wilkes, Centre Manager of Princes Quay Shopping Centre.

The Board now comprises 15 members from public and private sector organisations within the Hull BID area. Directors are unpaid.

Victoria Jackson MBE, the Chairman of the Hull BID Board, said: "Our new Directors bring plenty of experience and a variety of different skills. They are aware that there is much more to the role than just attending meetings, and that the post is unpaid. They all wanted to get involved as soon as possible, and that is exactly the sort of commitment we were looking for."

Biggest Bus QR Code at EYMS?

Quick Response (QR) codes are becoming more common but few, if any, seem to have appeared on UK buses other than in commercial advertisements.

In conjunction with CBS Outdoor, which handles all the Group's commercial advertising, EYMS is promoting its student services in Hull with a 'T-shape' advert incorporating what may be the biggest on-bus QR code.

CBS has produced the design and the advert boards in partnership with EYMS and, when scanned with a mobile device, this particular QR code takes the viewer directly to the Student pages on the EYMS website www.eyms.co.uk

The advert is on one of the buses which also carry branding for route 105 which passes the University and links it with the halls of residence in Cottingham (reputed to be England's largest village!).



MKM Continues Expansion and Opens 38th Branch

Hull-based MKM, the UK's largest chain of independent builders' merchants, has opened its first Kent branch at Deal, on the newly redeveloped Deal Business Park. The branch has created 12 jobs for local people including sales people, drivers and plumbing specialists.

MKM aims to be a 'one stop shop' for all of its customers' building, landscaping, plumbing and timber materials. The Hull-based company now has 38 branches throughout the UK, each of which is run and managed by local, experienced staff.

David Kilburn, Chief Executive of MKM, said: "MKM Deal is the latest branch to open as part of our national expansion strategy and we are delighted to be helping create more jobs for local people."

MKM was founded in Hull in 1995 and supplies a wide range of materials for building, joinery, plumbing and landscaping and also stocks a variety of high quality kitchen and bathroom suites.

Hull Studio School – The City's New Energy

The Studio School offers a bold new approach to 14-19 education, equipping young people with the skills, knowledge and experience they need to succeed in work. The school will link with local employers, large and small, to undertake work on their behalf. This work will not simply be employers 'giving something back' but will have young people producing solutions to actual business problems. The school is looking to increase the number of employers who could work with them as:

Contributors: Designing and commissioning market research, marketing, product testing, product design, or anything that an employer designs.

Mentors: Working with individual young people on a regular basis to support their aspirations.

Placement Providers: Work placements of a minimum of four hours per week at 14-16 years of age and free to the employer. At 16-18 the work placement commitment is two full days and the employee should receive payment.



Innovators: Employers are encouraged to generate ideas by contributing to the on-line innovation forums, keeping the school at the cutting edge.

Destinations: For some employers the type of work carried out makes it difficult to offer projects or placements. Destination organisations act as mentors, sponsors or provide inspiring case studies.

Investors: The school's entrepreneurial ethos will create young people with an innovative eye for a business solution. Employers are encouraged to be part of these fledgling businesses as they grow.

Contact Paul Cliff on **07931 806518** or Twitter **@HullsNewEnergy**



Company Continues to Expand

Yorkshire based Airco is continuing to take on apprentices as the workforce and company expand. The business, which is now one of the market leaders in refrigeration and air conditioning and has recently acquired another local Yorkshire company, is taking on approximately five apprentices a year in a bid to train the very best engineers and managers for the future.

Currently, Airco has 11 apprentices at various stages of their training. Each apprentice is trained at Hull ITeC (Hull Training), one of the largest and most successful training providers within the Humber region. On applying to the course, they are all put through an advanced engineering diploma working towards an Electrical/HVAC NVQ level 3.

All apprentices who complete the training course at a high level are kept on at Airco, with a total of 14 who completed the training now working as fully-fledged engineers for the company.

Neil Fisher, MD of Airco is a huge advocate for the apprenticeship schemes, saying, "We're fiercely proud of all the apprentices we have in training for Airco. The company started from humble beginnings with just me, my tools and my van and we've gradually grown to become a major force in our industry, with technical capability second to none and the ability to offer a truly national service. This growth has given us the chance to offer youngsters an opportunity to get a fantastic education resulting in a full time job at the end of it. I believe it's the very best way to grow a loyal, knowledgeable workforce."

One of the most successful apprentice case studies is Paul Lough, who was MD Neil's very first employee and apprentice. Paul has now been with Airco for 20 years, working his way up to one of the highest positions within the business, Operations Director.

Paul said: "For anyone to stay with an organisation for 20-years says lot about the people that you work for. I am proud to say that I work for Airco and would highly recommend the experience of an apprenticeship at Airco to any young person."



From left, Iain Butterworth, John Habergham and Scott Yates

New Challenge for Iain

Hull-based shipping lawyer Iain Butterworth has been promoted to the board of Myton Law.

Iain, now director of shipping, transport, insurance and engineering law firm Myton Law, was part of the start up team when Myton was established in January 2010.

Scott Yates, director of Myton Law, said: "We are delighted to welcome Iain to the board. Myton Law is very fortunate to have Iain as part of the team."

Myton director John Habergham said: "With Iain's dual expertise as both a lawyer and a qualified chief engineer, which we believe is unique in the UK, he is a valuable asset for the firm and for our clients. This promotion recognises the esteem in which we and our clients hold him."

Based at The Deep Business Centre on Hull's Humber riverfront, Myton Law is Yorkshire's first firm specialising in international shipping law.

The Gardeners Country Inn and Paint the Town Consulting

Following an ownership takeover in summer 2011, The Gardeners Country Inn, Coniston, has gone from strength to strength.

Located just fifteen minutes from Hull's city centre, The Gardeners is set amongst some beautiful countryside.

It has eleven quality bedrooms, all en suite, some offering mezzanine levels and luxury spa baths. It also boasts a traditional old English pub, contemporary conservatory area – ideal for smaller gatherings or private dining – and a stunning events suite for up to 250 guests. Its award-winning chefs create home-cooked food.

New additions to the corporate client base include East Riding of Yorkshire Council, British Gas, Viking FM and Ensafe.

A range of bespoke conference and banqueting packages have been designed to take the trouble out of your arrangements. Packages are available for Christmas celebrations.

Whatever the event, contact **01964 562625** or visit www.pttconsulting.co.uk for more information.



Benefit for Hull and Humber

Members of the Hull and Humber Chamber of Commerce can benefit from a new Employee Discount Card scheme.

Crown Decorating Centres are offering exclusive Employee Discount Cards to owners of businesses across the region.

Card holders can then pass these on to their staff to enjoy up to 25 per cent discount on the paint products in store.

The scheme has no cap on the number of staff that can use it and is valid all year round.

David Fish, marketing manager of the Crown Decorating Centres, said: "The Employee Discount Card is a little something extra for Chamber Members."

"Members can come into the store with the card and buy the products they want at a discounted price."

Business owners will also be sent regular information about offers that are on in the store throughout the year.

David added: "As we approach the summer months many people want to redecorate their homes. This discount card, along with our other frequent deals, lets them do that and save money at the same time."

To receive an Employee Discount Card call into your nearest store, which can be located at www.crowndecoratingcentre.co.uk or call **01254 870189**.

Alternatively email info@crowndecoratingcentre.co.uk

Crime Prevention Package is Rolled Out to Retailers

Hull BID is pushing ahead with a groundbreaking initiative aimed at cutting retail crime. The project has already brought the installation – free of charge – of CCTV systems at the premises of 50 independent retailers in the city centre.

Retailers and shopping centre security staff have also attended briefings and undergone training in restorative practice (RP), a process designed to bring those harmed by crime face to face with the perpetrator of that crime. This enables retailers to deal with low level offences and hopefully prevent people from progressing to more serious law-breaking.

The measures were introduced in partnership with Humberside Police, strakerRPsolutions and the Hull Centre for Restorative Practice (HCRP), after Hull BID secured more than £45,000 of new funding from the Community Action Against Crime Innovation Fund.

The victims of crime will still have the option of pursuing legal action, but the hope is that the new approach will reduce shop theft and anti-social behaviour in the long term by helping offenders to understand the problems they create.

Early signs are that some retailers are sceptical about the use of restorative practice but are prepared to explore the possible benefits in an attempt to tackle crime in shops. Others have embraced the project and all the retailers welcomed the installation of free CCTV systems.

Al Kilvington of Gough & Davy in Paragon Street said: "The main reason we don't have it already is the cost."

Anthony Kettley of Kathmandu on Ferensway added: "The CCTV will make it a lot easier for our staff to give the customers some space so they can peruse what we have without feeling under pressure."

Kathryn Shillito, Hull BID City Centre Manager, said: "It is important that people understand that restorative practice is not a replacement for the criminal justice system, and it is encouraging that a lot of retailers recognise the potential of introducing a different approach to tackling crime in their premises."

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

"It will help prevent re-offending, which in turn saves the businesses the time they spend going through the judicial system, but they will still have the support of the police if they need it."



Oldest Occupied Dwelling House in Europe Embraces 21st Century Technology

Cutting-edge company Mediademon has put Lincolnshire firmly on the technology front-line with the launch of their latest product.

Halo for Restaurants was officially launched on May 1st when Lincoln's top restaurant, The Jews House Restaurant, invited top chefs and restaurateurs from around the country to see Halo in action, meet artisan suppliers, check out the latest in innovative cooking equipment and taste the exceptional quality of the Jews House cuisine.

The Jews House Restaurant has been working with Mediademon to perfect Halo for Restaurants - the system which enables restaurants to manage every aspect of their restaurant operation.

Restaurant manager Samantha Tomkins said: "It's not

just an ordering system – if the chef and staff are the heart and a brain of the restaurant, Halo is the nervous system. We've replaced pens and paper with iPads which are all we need for service: taking and sending orders, taking payments, communicating with everyone – front of house, kitchen, and office. Halo gives you an overview of the restaurant and individual tables so you always know what's going on, even if you're not in the restaurant."

The restaurant has been working with Mediademon for more than two years to perfect the system.

Theresa Salisbury, Mediademon's Commercial Manager, feels they could not have produced Halo for Restaurants without the input from The Jews House staff.

She said: "Their expertise in running a restaurant fits with our expertise in software and we have a product we are all proud of. They have helped us design it so that it can be tailored to suit any restaurant /hospitality operation. We have even included language translation."

To learn more about Halo for Restaurants visit www.halo-business.com/restaurants

New Members

Joanne Norman
Arlington Moore Search & Selection
 MELTON
 01482 638468
Recruitment Permanent & Interim

Barnaby Patchett
BJP Copywriting
 HULL
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Copywriting, Web Content, PR

David Thompson
Blue Spark Design Ltd (Engineering & Welding)
 SCUNTHORPE
 01724 844424
Engineering & Fabrication & Welding

Paul Abdi
Buchen-ICS Ltd
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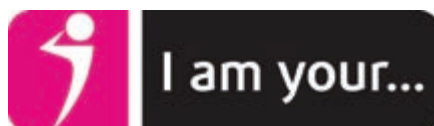
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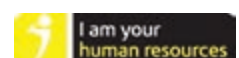
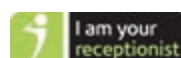
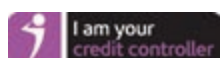
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JOHN DABROWSKI: 2012 KEYNOTE SPEAKER - EVENT IS FREE TO ATTEND

John Dabrowski has played basketball both as a professional and for England in the Commonwealth Games and once scored a record breaking 98 points in one match. He was a top performing premier league basketball club manager for the Manchester Giants.

He then went on to become a high achieving radio sales manager and a multi award winning agency director in the advertising and marketing world.

John is a qualified NLP practitioner and NLP coach – he has a particular gift in teaching visualisation and inner voice techniques which access the subconscious to help create the future people really want. John has personally used these techniques to great effect in both his sporting and business career.



He brings with him a lifetime of experience as well as a passion for the subject which is both infectious and engaging.

‘Mental Toughness: Success Strategies for Tough Times’

This presentation is designed to develop Mental Toughness using techniques which top sports performers have used for years. There are many similarities between business and sport – these are discussed and success strategies are shared.

This session will cover the following areas:

- A proper definition of mental toughness (MT)
- An understanding of the five components of MT
- The benefits of MT in business
- What we can learn from top performers in sport
- Techniques to improve MT
- The power of Visualisation and Self-Talk
- MT and inner confidence • Techniques for relaxation and sleep

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