

# BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

June/July 2020

Issue 56



**RESTART**  
▼  
**RECOVERY**  
▼  
**AND RESILIENCE**

# Back to Work



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*Option to upgrade to automatic gel dispenser*



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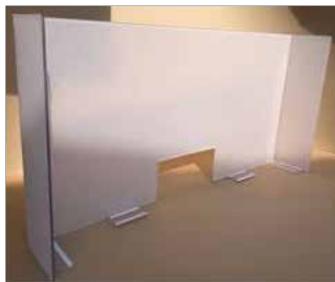
Floor Stickers And Screens



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Recycled pin board safety screen

# BUSINESS INTELLIGENCE

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*Helen Gibson, Managing Director of Agencia*

## Parliamentary Review puts Spotlight on Agencia Success Story

A company from East Yorkshire which is making its mark in the UK and overseas has earned a high profile seal of approval.

Agencia, based at Hessle, is one of the home-grown success stories picked out to promote the best of British to overseas markets in the latest edition of The Parliamentary Review.

The publication features keynote contributions from leading politicians and business leaders including Lord Pickles and Lord Blunkett and Liz Truss, Secretary of State for International Trade.

The inclusion of Agencia is primarily based on the international activities of a company which has delivered over 450 contracts in more than 20 countries to improve government capabilities, transform entire organisations, develop communities and change lives.

It also references Agencia's Primary Care Direct service, which was set up to provide tailored services to GPs, dentists and pharmacies across the UK.

The Parliamentary Review observed how Agencia's work has included preparing the ground for British investment overseas with projects including tackling corruption in Kenya, guiding judicial reform across the Western Balkans, combatting

cybercrime in Barbados and undertaking advocacy work in Malaysia.

Emma Hardy, MP for Hull West and Hessle, described Agencia's appearance in The Parliamentary Review as "a real achievement and greatly deserved".

Helen Gibson, Managing Director of Agencia, said: "The Parliamentary Review is an independent political journal and we are delighted to feature in the latest edition. It is widely read throughout Westminster and Whitehall and supports our aim of getting our 'transforming lives' message out to the country at large, to inform policy makers, assist our peers, and also raise the profile of our health and judicial work.

"The Review has become one of the UK's most essential reads for business people and politicians alike. Being a Review representative has been known to boost an organisation's profile and help them grow their business and we have already witnessed that."

To read Agencia's article please visit:

**[www.theparliamentaryreview.co.uk/organisations/agencia](http://www.theparliamentaryreview.co.uk/organisations/agencia)**

# Beverley Building Society Appoints Former Secure Trust Bank Mortgages MD Esther Morley as Non-Executive Director

Beverley Building Society is delighted to welcome Esther Morley to our Board as a Non-Executive Director.

We are looking forward to the insights she will bring from her 20 years of financial services experience, and in particular the lending knowledge she gained during her time as Managing Director of challenger bank Secure Trust's Mortgage Division.

Society Chairman Stuart Purdy said of her appointment: "It's great to have Esther further bolster our highly experienced Board team.

"I'm confident she will bring fresh ideas, and her own unique brand of dynamism and energy, to our board.

"Her arrival is particularly timely, given our strong focus on growing our lending as part of our Building Better Futures strategy.

"Esther's knowledge and experience, gained working with a leading specialist lender, will be invaluable as we further develop our 'common-sense lending' approach."

And Esther's first impressions of the Beverley, which represents her first non-executive position, are equally positive.

"I was attracted to this role because of the opportunity it represents to work with an organisation with such a history and presence in its region, which balances real potential with a genuinely warm and friendly approach to customer service.

"I think there's a huge opportunity for the Beverley to further engrain itself within its East Yorkshire community, in particular, as well as

reaching a wider national customer base, by offering more in terms of lending.

"I'm hoping that, with my skill set, I can help the Society in its desire to grow and further serve its membership.

"My background is in specialist lending and, in particular, serving those customers whose needs aren't currently met by high street lenders. These people are an ideal target market for the Beverley because of the knowledge and experience within its lending team, and the fact it can take the time to support customers individually.

"I'm really looking forward to working with Karl and the team to help them bring that to life."

Esther added: "This has been my first encounter with Beverley, but it's a beautiful area and the building society team are a really warm and welcoming group of people – all the way from the front counter to the executive and Board teams.

"The Beverley is also really well-regarded within its surrounding community and all of the customer feedback recognises it as being genuinely brilliant at customer service, something many bigger financial services brands would dearly love to emulate."

Now MD of the Premiss Consultancy business consulting company, during her career at Secure Trust Bank, Esther was Managing Director of its mortgage division, with full profit



and loss accountability. She brings extensive experience in specialist lending, credit risk management, marketing and product analysis.

For more information or to arrange interviews, please contact Tracy Fletcher via [tracy.fletcher@beverleybs.co.uk](mailto:tracy.fletcher@beverleybs.co.uk) or 07983 633385.

## Workplace Reoccupancy Consultation

After the government's update and more employees returning to work, is your workplace Covid secure? With Alessandro Caruso Architects' (ACA) specialism in the health and social care sector, where design for infection control is standard, we can apply this knowledge to your workplace, to help keep you and your employees safe.

We can carry out an assessment of your premises using ACA's re-occupancy

assessment tool and provide you with a report recommending design actions.

We can help you adapt your premises to today's new normal requirements, providing everybody with a little more peace of mind.

Contact us for a consultation on

Tel: **01482 869977**

Mob: **07776 301114**





## Begbies Traynor in Hull Strengthens Team with Director Promotion

Experienced insolvency practitioner Laura Baxter has been promoted to director, based at Begbies Traynor's growing offices in the Humber region.

After joining Begbies Traynor in 2012 as a senior insolvency administrator, Laura was appointed to the position of assistant manager in 2016, becoming a manager the following year. She was promoted to senior insolvency manager at the firm's Hull office in 2019.

With over 13 years' experience of providing insolvency advice to businesses and individuals, Laura previously working as a case administrator for another professional services firm for six years.

A fully qualified insolvency practitioner, Laura achieved her JIEB professional exams in corporate and personal insolvency in March 2019, passing first time. She specialises in corporate and personal insolvency, distressed advisor and business investigations.

Andrew Mackenzie, partner for Begbies Traynor in Yorkshire, said: "After eight years with Begbies Traynor, Laura has risen through the ranks, developing her skills and gaining experience supporting a wide range of businesses and individuals.

"Having experienced first hand Laura's hard work and commitment to helping to develop

our presence in the Humber region, including the opening of our offices in Grimsby and Scunthorpe, it is particularly satisfying to see her well-deserved success in achieving the position of director. As a firm, we are committed to nurturing talent in order to ensure we can provide the best service to our clients."

Laura added: "Begbies Traynor has built a reputation as the leading independent rescue, recovery and advisory firm in the region and I have been fortunate to learn from such experienced colleagues. I look forward to working alongside Andrew and the team as we continue to support businesses, individuals and creditors across the county and beyond."

Begbies Traynor's Humber team is based at offices in Hull, Scunthorpe and Grimsby. The group currently has nine offices and employs around 100 staff in Yorkshire, the Humber and the North East. It offers a full range of professional services including corporate recovery, business review and disposals, investigations and risk, forensic accounting advice, corporate finance, property, funding, debt collection and personal insolvency.

## Deep Business Centre Draws on Nationwide Contacts to Support Clients

The Deep Business Centre is sharing ideas with other workspace operators across the country as they lead the way for clients and tenants emerging from lockdown.

As Chair of the Flexible Space Association (FlexSA), the UK's flexible workspace trade body, Freya Cross is in constant contact with colleagues in a variety of locations and sectors who are planning ahead to prepare for change.

Freya, Head of Business & Corporate at The Deep, said: "Through our links with Flex SA we have access to the latest information and trends from across the UK and that is helping us to help our clients and welcome new businesses as they prepare to get up and running again.

"Uncertainty is the biggest problem and the best answer to that is flexibility, which is what The Deep Business Centre is all about. A return to work will be influenced by such factors as business sector and size of the workforce.

"It's not unusual for the sort of economic turbulence which we're experiencing to leave some people needing more space, others looking to downsize and some individuals or small groups of colleagues deciding to set up their own business. One of our attributes is our ability to configure our space to suit, and we have a very strong track record for helping start-ups."

The Deep Business Centre is also supporting the current appeal by The Deep aquarium, which as an educational charity is raising funds to meet running costs at a time when there is no income from visitors.

Freya said: "Even with many staff at The Deep furloughed the running costs to care for the 3,000 animals are around £6,500 a day and we would ask organisations and individuals to support a charity which makes a huge contribution to the local economy."

To make a donation please visit [www.thedeep.co.uk/conservation/support-us](http://www.thedeep.co.uk/conservation/support-us)



Freya Cross outside The Deep and The Deep Business Centre.

# insight4business

If your business, or the world in which it operates feels upside down at the moment, we can help you turn it the right way up, and make sure you are lean and fighting fit, ready to take on the post-lockdown world...

At *insight4business* we will help you become the best supplier your customers and clients have ever had... Whether you operate in the private or public sector, providing and delivering services or creating goods in transformational activities, you will have our undivided attention.

Our experienced team, along with our associates, will deliver the backing and support for your business and its teams. Together we will upskill your best asset, your employees, so they can sustain and drive your business from within.



Hello I'm Matthew McSharry, owner of *insight4business* and I'm really proud to have the 'Last Word' in this edition where you can find out a little more about me, and even my first pay packet if you flick to the last page!

At *insight4business* we have 3 tenets to help our clients achieve success.



**dedication**



**challenge yourself**



**listen to learn**

And these are just some of the improvements we have helped to achieve within businesses, in both service and manufacturing sectors:

- Customer feedback response time halved
- Repeatable, standardised client on-boarding and customer journey
- Turning around OTIF from 83% to 95% in less than a year and on to 98% by the end of year two
- Revised campaign order batching yielding £1.25M / 3% annual efficiency saving
- Reducing paid stock inventory from £3M+ to less than £1M in 6 months
- Moving from a 4-day schedule to a 14-day schedule aiding MRP and tooling visibility
- Overhauling three 25 year old machines taking OEE to 98% from 90% with limited CAPEX spend

**Book your FREE consultation today and start challenging your business and your teams to be the best supplier your customers have ever had.**

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# Extraordinary times call for extraordinary measures

But relying on force majeure in the age of COVID-19 is not always straightforward. Sarah Elizabeth Kemp, Solicitor in the corporate & commercial team at Wilkin Chapman, explains.

Force majeure is a term that's under the spotlight, but what is it? Put simply it's a contractual clause that allows parties to pause or step away from their obligations following an extraordinary event or circumstance – one that's usually outside the control of the parties. Force majeure clauses are a very common part of most contracts, but one of the least discussed.

That's because it's usually fairly unlikely that it will be triggered. Especially here in the UK, where we're less prone to extreme natural disasters and other destabilising events.

## What about coronavirus?

So does the COVID-19 pandemic constitute a force majeure? It's clearly something on our clients' minds – we've experienced a surge in enquiries about this very subject. That's testament to the unprecedented disruption being felt by businesses across the UK.

Something we are seeing is coronavirus causing disruption to supply chains – particularly in the manufacturing industry. If certain parts or components are in short supply, this creates a knock-on effect and can have a serious impact on a business' ability to meet agreed delivery schedules.

So, here's the underlying question: to what extent do force majeure clauses allow a party to pause or step away from its obligations under a commercial contract?

## Creature of contract

The key point about force majeure clauses is that they are a creature of contract, not common law. What this means in 'non-legal wording', is that there are no hard-and-fast rules which say what qualifies as 'a force majeure event'. Nor is there any universal acceptance of when the clause will be triggered or what the consequences of invoking the clause are.

In each case, it will depend entirely on the precise wording of your contract. And a party seeking to rely on 'force majeure' will usually be required to demonstrate that it's taken all reasonable steps to mitigate its losses arising from the force majeure event.

A well drafted force majeure clause should afford some protection against supply chain issues or other effects of the coronavirus pandemic.

As such, there are steps that most business' can be taking now to mitigate their losses. Records should be kept of such steps where possible.

## Take a close look

Have a look at your contract. Look at the force majeure clauses carefully. These key questions should be considered before relying on force majeure:

1. Does the Covid-19 pandemic qualify as a 'force majeure event' under the wording of the contract? Does the clause refer to specific list of force majeure events, or seek to refer to events more generally?
2. What is the threshold required for the force majeure clause to be triggered? Must the event prevent, hinder or merely delay the contractual obligations?
3. What are the consequences of relying on force majeure? Will it trigger a penalty or other provisions of the contract? Does it release you from your obligations to the extent that you are seeking? Will it also release the other party from their obligations?

The answers to these questions are legal issues and will inevitably turn on the precise wording of each contract. If you are facing these sorts of issues, we recommend that you seek legal advice as early as possible in order to inform your business's response.

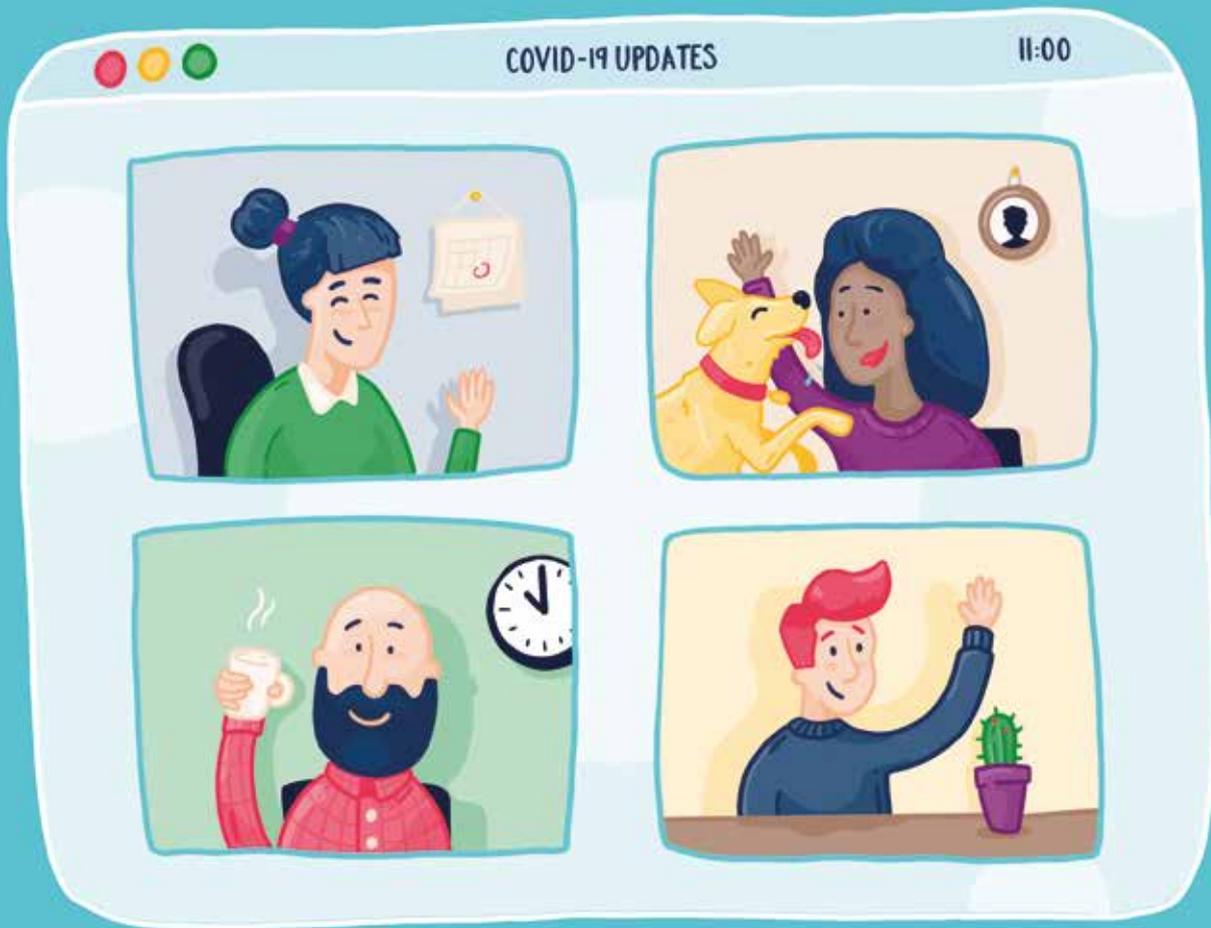
## Contact us

Our team of experts are here to help. Call Sarah Elizabeth Kemp on 01482 398386, email [sarahe.kemp@wilkinchapman.co.uk](mailto:sarahe.kemp@wilkinchapman.co.uk) or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)



Sarah Elizabeth Kemp

**“Something we are seeing is coronavirus causing disruption to supply chains – particularly in the manufacturing industry.”**



## experts in business & personal law

Our legal experts continue to offer a unique balance of business and personal advice, with unrivalled support to help you deal with the impacts of coronavirus and all your legal needs.

Still here for you for business, for life

For more advice on this vital issue, please contact Sarah on **01482 398386** or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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# Jonathan Clark of CB Solutions UK Ltd Elected as Member of British Woodworking Federation

This month Johnathan Clark, Commercial Director at CB Solutions has been elected as a committee member for the British Woodworking Federation for the Fire Door Alliance Scheme.

The BWF Fire Door Alliance is the leading authority on fire door safety. Constant testing and assessment of fire doors and doorsets is necessary to ensure that products will perform to the stated fire rating. It is an extension of the existing BWF-CERTIFIRE Fire Door and Doorset Scheme and all members are rigorously assessed and audited and adhere to strict traceability requirements, providing specifiers with the added security and confidence in the products being selected.

The main aim of the alliance is:-

- To increase the standard of fire doors installed in the UK
- To educate the construction industry about the importance of third party certification of fire doors and passive fire protection systems
- To help members increase their market share and sales

- To convince the industry that only certificated fire doors, installed by certificated companies, should be used in the UK.

"The vote for the Advisory Committee is now closed and I am delighted to say you have received full backing from the membership to be one of the Advisory Committee Members. Welcome on board" said Helen, British Woodworking Federation.

Jonathan has a wealth of experience having worked in the industry for over 28 years, his knowledge and expertise is second to none and he will no doubt be a real asset to the BWF.

Kerry-Ann Taylor, Managing Director at CB Solutions commented "We are extremely proud of Jonathan, he will be a very worthy member of the committee. Jon has in excess of 28 years of knowledge and experience which stem right from joining CB Solutions as an installer through



to manufacturing fire doors, operating CNC machinery to his current role as Commercial Director. He has a wealth of knowledge and his election will be without doubt good for himself, BWF and CB Solutions."

## Commercial Property Firm, Ancora Law, Launches New Website

Launching at the beginning of 2020, Ancora Law hit the Hull scene with a bang.

Commercial property solicitors with an edge, they use technology to improve customer service and reduce fees. This alongside a solid mission to change how lawyers today work, Ancora Law are already proving their tagline - they really do, do things differently.

To showcase the diverse services they offer and provide innovative solutions in a traditional industry, the Ancora Law website is integrated with LEAP - a flexible and convenient online portal, which allows its users to schedule meetings, make payments and view their case files.

Pair this with the website's modern look and feel, and you have yourself something really unique.

The website also boasts a contemporary blog, showing all of the latest and greatest news, and a Customer Promise. This is a guarantee,



which the firm upholds itself to, to ensure they are providing all of their customers with a service of high standards. What's more, you ask? Ancora Law offers every customer a £100 + VAT reduction in fees if they fail to meet the promise.

Matthew Hudson, Founder and Director of Ancora Law, said:

"I'm really proud of the website. It's taken a few months of hard work to get this point, we wanted to make sure everything was executed professionally, but also with a fresh feel. We go above and beyond for our customers, and we really wanted to reflect our brand and mission on the screen.

I can't thank Umber Creative and Lola Rose Creative enough for the patience, knowledge and creativity they've shown throughout this process. Everyone I've shown the website to, loves it, and we do too!"

The website was built by Umber Creative, with content produced by Ancora Law and Lola Rose Creative. A joint effort which has clearly paid off.

# Are You Still Innovating in Lockdown Britain?

Just because we are in lockdown, doesn't mean you can't be innovating. It just means you've been having to do things a little bit differently, a bit like the Government.

You can't fault them for the innovative ways they are finding to support British Business, whether it's allowing the furloughing of staff, the development of a portal to report details of those staff that have been furloughed, the creation of 4 new funding streams to get cash to Britain's Limited companies, developing a new portal for the self-employed to access funding, the ramping up of new testing facilities for COVID swabs or the development of a contact tracing app to warn you of people you've been in contact with who may have been infected. All of these are innovations, and some of them, if they had been developed by or in the private sector might have been eligible for Research and Development Tax Credits.

We've been working on a journey to automate a lot of our back end procedures to try and streamline the work and make the customer journey more consistent. We've starting using Practice Ignition for our contracting and Xero for our accounting and the two can integrate with one another. Practice Ignition also integrates with our CRM system Really Simple Systems, so we should begin to see some tangible benefits in the not too distant future.

## It's not quite the same for our clients.

Based on the conversations we've had with them there's a very broad spectrum of how they have been coping.

Those involved in Software and Tech Development have managed to retain a strong semblance of business as normal, albeit with desktop collaboration replaced by collaboration through Zoom or Microsoft Teams collaboration.

I know from my experience, that it's good, but it's not quite the same but it has been a very useful resource in the short to medium term, but they can't wait to get back together to get the creative juices flowing even more strongly.

That contrasts very strongly with those businesses involved in Manufacturing or Engineering. Although many of them have been able to maintain social distancing, and could continue to operate, many have found that they have been unable to continue to work anywhere close to capacity, either because their supply chains have dried up or their customers have closed down and are no longer accepting any Goods In. As a result, many have either mothballed the site or maintained a skeleton workforce to continue to service those jobs for businesses that have managed to stay open.

Which brings us on to a final sector, the food and beverage sector, with the great British public going on a buying spree in late March and early April to stock up the cupboards and the freezers, those business baking, or processing meat have never been busier and have had to shelve/delay their plans for R&D Tax Relief claims to focus on ramping up production whilst maintaining social-distancing, which in some circumstances has led to 24 hour production with an over night shift.

We've also been speaking to a number of innovation agencies that we network with, these are generally business that support SME product development, depending on their market, they have broadly reflected the situation their customers have found themselves in. One agency who supports customers with tangible

new product development have seen their work shrink significantly as businesses cut back on their external costs to focus on survival. Whereas one helping companies to develop new recipes or to look at reducing the costs of their end products by considering alternative ingredients, have stayed fairly busy.

## What next?

We'll have to wait and see what shape this recovery is, I know I am hoping it's going to be a tick shaped recovery, but Boris has just announced his first measures to try and take us out of lockdown, and I think many people will be having to find ways to try and implement them.

What we do know from past recessions is that those companies that manage to continue with their marketing efforts and their innovation efforts, will be the ones that come out on the other side the strongest.

Not all of these "innovations" will qualify for R&D Tax Credits, but many will. If you'd like to know whether what you've done in your last two financial years, what you're doing now, or what you're planning for the future might qualify for a claim, then please get in contact for a free 15 minute chat, you can book an appointment at [www.calendly.com/simon-bulteel](http://www.calendly.com/simon-bulteel). In the meantime, keep innovating and stay alert.





## Local Marketing Agency Redfish Group are Offering Retailers in the East Riding and Hull Area a Free Trial of a Unique Marketing Approach to Support Them as They Re-Open After Lockdown.

The Beverley based agency are proposing to provide a 90-day free trial of their innovative “Response Works Lite” mobile Wallet technology.

The technology enables retailers, through a revolutionary new communications medium, to communicate and engage with shoppers, thereby driving increased store sales.

This means that they can stay in touch with customers more effectively, providing them with information on offers, news and products, plus incentives to return to store. The state-of-the-art Wallet technology is contactless, in line with Covid-19 safety advice and a safe way for customers to participate in loyalty schemes and receive personalised notifications and promotions.

Redfish Group MD Mike Anderson commented “This technology is tried and tested. We have seen great success in driving footfall into stores, where associated revenues have accounted for as much as 60-70% of turnover in some cases. Furthermore, we’ve proven time and time again that customers signed up to receive communications will spend as much as 66% more than someone not engaged. We are confident that we can help local retailers leverage this success too, which is why we want to support them with a free trial and get the economy in the area thriving again.”

The approach centres around unique and innovative technology that allows retailers to engage with their customers via the in-built wallet found on everyone’s Smartphone.

Businesses will receive 3 months free use of the software, full training and set-up, with no obligation to continue after the 3 months are up. All at absolutely no cost for 90 days. Response Works Lite delivers a number of benefits including the ability to run a loyalty programme with the contactless Wallet pass that can be scanned from the customer’s phone at the till and send push notifications within 100 metres of a store.

The software can be integrated with any existing marketing communication channels such as email providers like MailChimp or SMS and campaigns can be highly targeted with over 70 segmentation criteria available. Furthermore, Response Works Lite has incredible analytics that allows retailers to understand their marketing performance against store transactions in a similar way to Google Analytics does for online trading.

During lockdown the Redfish team, who have expertise in marketing, creative, data analytics and web development have been working hard on developing a package to help retailers get back on their feet.

MD Mike Anderson said “As people start to head back into store it will be more important than ever for retailers to really engage with their customers and encourage them to shop again

and more often. Although online shopping has seen a significant rise during lockdown, the experience of shopping in-store is like no other. We all still like to touch, feel and see products before we buy and after a significant amount of time not able to go shopping, many will undoubtedly be enthusiastic to head back into stores.

We think the end of lockdown could actually be a great opportunity for store based retailers, but we also recognise this has been an incredibly tough and difficult period for many. That’s why we wanted to lend our support to retailers within our local area to help them get on their feet with a package that will help them to engage with customers and get them to shop again – all in a Covid-19 safe way.”

Redfish Group, who are based at Waffle 21 in Beverley, have over 18 years’ experience working with retailers to grow their businesses, including clients such as Next, Littlewoods and Holland and Barrett.

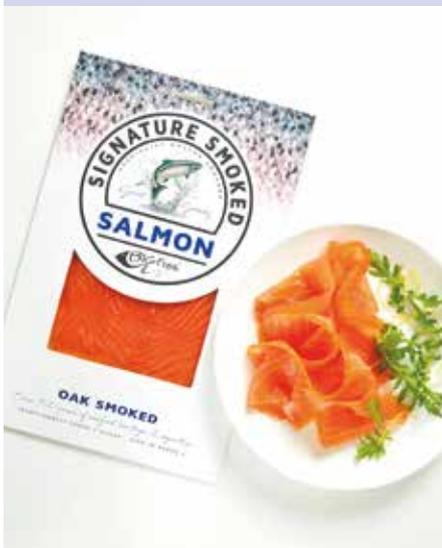
For local Retailers to take advantage of this initiative and receive the free marketing support they should call **01482 871846** or email **info@redfishgroup.co.uk**

## JCS Fish Marks Second Major Award for its BigFish™ Signature Smoked Range

JCS Fish in Grimsby has received the welcome news that its BigFish™ Signature Oak Smoked Salmon has been awarded a Silver Quality Award by the International Quality Institute Monde Selection in Brussels, which has been certifying the quality of products from around the world for nearly 60 years.

It is the second major food award for the JCS's premium BigFish Signature range, which was launched last year and in November also achieved a 'Best Smoked Fish' award in the prestigious Quality Food & Drink Awards.

JCS Fish, Louise Coulbeck, says, "The changes we've had to make to our operation to keep everyone safe and keep going since the start of the Covid-19 epidemic have been tough on our staff, so this award is a welcome boost for the team. Monde Selection is a major international accolade for a small business such as ours and naturally we are all absolutely delighted."



Claire Levy, Fundraiser for the Daisy Appeal, digging out items for Declutter and Donate.

## Daisy Appeal Looks to Internet and Innovation as Coronavirus Hits Events

A charity hit by the coronavirus lockdown is urging the public to take their fundraising activities online.

Good causes across the region are counting the cost of the cancellation of events which would have brought in thousands of pounds to support existing services and to provide new facilities.

The Daisy Appeal, which has a target of £8.2-million to complete a radiochemistry and cyclotron unit at Castle Hill Hospital, is looking at online initiatives as simple as shopping to keep the money coming in.

The new facility will provide the opportunity for patients to receive more personalised care improving accuracy and detection rates for cancer, heart disease and dementia in Hull, East Yorkshire and North Lincolnshire.

Claire Levy, Fundraiser for the Daisy Appeal, said supporters have raised funds as part of the 2.6 Challenge and Declutter and Donate appeal, which urges people to donate unwanted books, games, CDs and DVDs.

Claire said: "The Daisy Appeal relies on local people doing extraordinary things to support the

work of the charity. We don't know when we will be able to get back to organising fundraising events but there are still things people can do to support us.

"We've shared in the benefits of national initiatives and we're also urging people to come up with their own ideas to donate through those schemes and directly through the Daisy Appeal site.

"For example if you are shopping online please use <http://bit.ly/SmileDaisy> for Amazon Smile purchases. This will allow us to receive 0.5 per cent for all eligible purchases. If people would like to use [www.justgiving.com/thedaisyappeal](http://www.justgiving.com/thedaisyappeal) to take on some home challenges, maybe a static bike ride or running on the treadmill, you could challenge people over social media to make a team.

"If you need help setting up a fundraising page please email [claire@daisyappeal.org](mailto:claire@daisyappeal.org). As they say every little helps and Daisy is truly grateful for all the help and support we receive."



## Funding for new product or service development in York, North Yorkshire and East Riding

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- Health & life sciences



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[www.papi.org.uk](http://www.papi.org.uk)

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PAPI - Product and Process Innovation



# Funded training makes productive use of time under furlough

Even before coronavirus struck the trend was towards a steady increase of people working from home, and if you can work from home you can train from home – even under furlough.

Golding Computer Services has won awards for its delivery of the Computerised Accounting for Business courses, leading to qualifications awarded by the International Association of Bookkeepers (IAB).

In addition to face-to-face tuition the company's services include distance learning and remote training. That fits with the flexibility required by people who already work from home or who have been furloughed by their employers. They can slot in training sessions around other commitments with support by phone and email from Di Garbera, a director at Goldings who won the 2019 IAB Tutor of the Year award and trained the 2020 IAB Student of the Year Sarah Fenwick.

Di said: "Remote training is used by people who can't come to our office because of their location or maybe because of mobility issues.

"It also provides employers with a useful option if staff are suddenly required to work from

home, whether through self-isolation, care for elderly or infirm relatives or staying with children because of illness or school closures.

"Training is permitted under furlough and there's no need to connect to an employer's IT system. If the individual has an internet connection we can train them on their own PC. It enables people to do something productive and get a qualification with experience in Sage and it can be 100 per cent funded."

Other benefits include a free NUS discount card which can generate big shopping savings – and which can also be used from home.

Di said: "One impact of coronavirus is that more people are working from home and becoming more comfortable and more productive with doing it. It's not for everybody but it's clear that demand for home working is increasing and we expect that to be supported by a greater requirement to train at home."



Picture shows Di Garbera of Golding Computer Services with Fabian Hamilton MP, President of the IAB.

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

Golding Computer Services:  
**www.gcs-limited.com**



# Back to work after Covid-19?

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## Start preparing now for delayed business rates revaluation

Adrian Smith of AS Rating says the postponement of the business rates revaluation could pave the way to a long-awaited review of the system

The decision by the government to delay the business rates revaluation will again create winners and losers, but the long-term impact could have greater significance.

The government had previously promised to finally get round to conducting a review of business rates and to report in the autumn. It would appear that timetable is still in place, with a call for evidence in the coming months.

Clearly the process would be too late to influence revaluation in 2021, but it could present the opportunity to make changes as part of a revaluation in 2022.

What we don't know is whether the revaluation will be based on data already collected about rental values from 2019 or whether there will now be further research to ensure new rateable values are based on the latest information.

It matters because rents in 2019 were generally lower than in 2015 and are likely to have fallen again because of mounting economic issues, which extend beyond the impact of coronavirus.



Adrian Smith of AS Rating.

The knock-on effect of that should be lower rateable values for most, but if you're in an area where rents went up you would not want a revaluation because it's likely the rateable values would go up. If you're in an area where they went down then you will take the view that revaluation is required urgently.

One important unknown will be the uniform business rate, which is the rate per pound applied to the rateable value. This changes each year and if rateable values fall significantly

across the country, then the UBR is likely to increase to ensure sufficient revenue is generated.

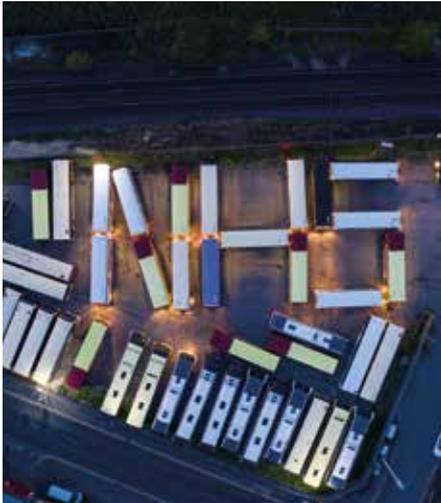
Another key concern is transitional relief, which moves so slowly that it can take years for a business to receive the full benefit of a rates reduction, and that is likely to be just one issue addressed by the review.

Our advice to business owners is to make sure that the property details held by the Valuation Office Agency are accurate and to only use accredited consultants if you need to seek advice.

To find out more about how we can help you please visit [www.asrating.com](http://www.asrating.com)



**ADRIAN SMITH RATING**



## Bus Company Spell Out Thanks to NHS

Hull-based bus company East Yorkshire have spelt out their thanks to medical staff by using their buses to outline the letters 'NHS' at their depot.

Drivers and engineers parked the buses at the company's Anlaby Road garage, which is next to Hull Royal Infirmary, whilst celebrating Thursday's regular 'Clap for the NHS' from an open top bus at the front of the depot.

During lockdown, many NHS staff have been using the buses to get to and from work, and bus company staff wanted to show their appreciation for all medic's hard work.

Ben Gilligan, East Yorkshire's Area Director, said: "Since the lockdown, our team have been taking many NHS staff to their vital work at hospitals and healthcare facilities across the region. We wanted to show our appreciation for their commitment and dedication."

"We're advising people to only travel by bus if it's essential, and we'd encourage people to stay home, protect the NHS and save lives."

The giant letters were captured by Hull-based Octovision Media's drone camera, which flew over the depot.



(L to R) Ian Croney, Managing Director & James McWilliam, Creative & IT Director.

## New Beginnings for Hull Creative Design and Marketing Team

FULL service creative design and marketing agency, Design Workshop announced today that it's moving its main base to Carmel Park on Priory Park East in Hull, just over a mile away from its former home on Priory Tec Park, Hessle.

The company, which has been in business since 1984, committed to the move in November 2019, due to a lack of dedicated creative space at its former premises.

Design Workshop's new site at 4 Carmel Park, west Hull will support clients more effectively with around 2,500 sq ft of space including a dedicated photography studio, large meeting room, cutting edge digital connectivity and integrated storage facilities on the ground floor.

The building is a highly efficient, environmentally friendly hybrid unit in a prime business location just off the A63 and close to Hull's Priory Park & Ride facility.

Managing director, Ian Croney, said: "The decision to move was a logical step in our business growth strategy, driven forward with determination knowing it will be of huge benefit to our team and our clients.

"It's been a tough period over the last two months coordinating the move in the midst of a lockdown whilst the team works from home and we adhere to social distancing, but thanks to

fantastic support from local businesses including Doric, Hamers Solicitors, KCOM and Shield Security, the move has been virtually seamless.

"We're determined to look forward and continue growing, even in these uncertain times, but exciting times lie ahead for us with our new office due to open officially once lockdown measures are eased."

Design Workshop remains open for business during the lockdown and help bring ideas to life with innovative design, creative imagery, outstanding marketing, stunning websites and imaginative social media.

About Design Workshop

We're a bunch of highly creative, experienced and talented people, passionate about what we do. We can help bring products and services to life with dazzling design, put successful campaigns in motion with remarkable marketing and breathe energy into brands with killer communications. We're big enough to get the job done successfully, yet small enough to care about whether our clients come back

# What Can Businesses Take Away From the Recent Lockdown?

With so many businesses transitioning certain parts of the workforce to (and from) remote working over the last several months, there has been a lot of discussion about the best way to manage this.

There has been all the talk of the logistical elements—which computer is appropriate to use, what should be in the background of video calls, and how will everyone's internet connection hold up.

And then there are security considerations—how secure is your video calling platform, how do you use VPN, and where are your team storing their files.

But once we got over all the practical stuff, my team and I have spent more time reflecting on our remote working experiences. What we've enjoyed about working from home. What we haven't enjoyed. And how we can bring the good bits back with us when we return back to the office.

## Benefits to Remote Working

Almost everyone here at OpenCRM found themselves enjoying some aspects of home working...even if it was just getting up a bit later with a shorter commute!

A lot of our developers and non-phone answering people said they found it much easier to "get their heads down" on a particular task. Working from home gave them a reduction in interruptions so they could keep focused on particularly tricky tasks.

Some others cited a more relaxed approach as their favourite thing about working from home. Now we don't have a very formal uniform in the office, but apparently even jeans and t-shirts is too formal for some! So the relaxed dress code was a winner.

I have to say that I quite enjoyed being able to take our dogs for a lunchtime walk. It was a really nice way to unwind from the stress of the morning and get re-focused for the afternoon. Saying that, when it came to pets and kids, the team was a bit mixed in their response. We all have enjoyed getting to spend more time with our immediate families during this lockdown, but the interruptions could make things tricky from time to time.

## Downsides to Remote Working

In reality, those distractions at home were the thing our team most often mentioned as making remote working difficult. In some cases, it was kids or pets, in others it was the lure of the laundry basket or washing up bowl. When in the office, those tasks can be happily put to the back of your head, but when they're in the next room...well, it's a lot harder.

I will say that everyone found a way to work through these distractions, but the transition was not easy.



Add to that the isolation and worry for family and friends? And I would say you've hit the nail on the head with the biggest downside to remote working during a global pandemic lockdown: the mental health challenges.

This was something we as a company (as with every other business making the same transition) had to address very quickly.

Our shift to video calls instead of normal voice calling or instant messaging for scheduled meetings and impromptu chats went a long way to helping everyone feel connected. We also added a "tea and toast" session every morning before the start of the work day, just to take the place of all those little chats you have with your office mates when you first get into the building.

I won't say that fixed everyone's worries, but it did help to make us all feel like we were part of the same team. That we were all 'in this together'.

## Transitioning back to the office

On balance, there were positives and negatives to having our team all working from home. We did what we could to address the downsides, putting a variety of mechanisms in place to keep people feeling connected and on task.

But what about all those positives? How do you make sure to bring the benefits of remote working back as we all transition into a shared office once again?

The first question is whether remote working could be made a part of your business going

forward. For those job roles that CAN work from home and found a benefit from it, should it be something they do a couple of times a week? Or even just a few days a month?

If you have people who are more productive when they aren't in the office, then you certainly don't want to lose that!

What about all those people who most enjoyed wearing loungewear while working? Well, you probably aren't going to change your dress code to allow bunny slippers, but are there other things you can do to make your staff more comfortable?

You could institute casual Fridays, for example. Or relax the dress code for those people who are never customer facing?

The important thing to consider when returning to the office after lockdown is ask yourself (and your team) what elements of home working they'd like to bring back with them to the office? I am sure that an open and frank conversation about the pros and cons will tell you everything you need to know about what your team most values.



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

opencrm

# Finance For Enterprise has Appointed Andrew Austwick as its New Managing Director

The appointment forms part of the company's business succession plans following a period where he worked alongside his predecessor, Arthur Foreman, which saw the business lending provider enjoy significant growth.

In the last eighteen months, the not-for-profit lending provider completed the purchase of new premises to act as the company's headquarters, secured £15million additional capital from Big Society Capital and Triodos Bank to support loans to the region's businesses, and extended its coverage to businesses operating in the Humber region and in Lincolnshire.

Finance For Enterprise provides a vital lifeline to SMEs throughout the region who are unable to access finance from traditional lenders. Over the twelve months prior to the COVID-19 outbreak, Finance For Enterprise provided over £10million of loans which helped businesses add more than £55million to the regional economy. This capital has also enabled established businesses to create or safeguard almost 1,100 jobs, as well as helping ambitious entrepreneurs to create new enterprises.

Today, Finance For Enterprise, which celebrates its 35th anniversary next month, is responsible for overseeing a range of lending packages, acting as a delivery partner for the British Business Bank's Coronavirus Business Interruption Loan Scheme (CBILS), Start Up Loans UK and the Northern Powerhouse Investment Fund (NPIF). It also delivers Community Investment loans utilising funds provided by Big Society Capital and Triodos Bank UK Ltd.

Andrew joined Finance for Enterprise in 2013, initially as an Investment Manager, after spending much of his career working in the commercial banking sector. Since that time, Andrew has rapidly risen through the ranks of the not-for-profit lender, playing a key role in managing a number of loan funds as well as working alongside Arthur on the strategic development of the company.

Andrew Austwick, Managing Director of Finance For Enterprise, said:

"The financial support we provide acts as a lifeline for SMEs who are unable to access lending from high street banks. We have always looked beyond historic financial performance and seek to support viable businesses which have a clear vision and direction. The impact of our support includes additional jobs, a more buoyant SME sector



and a stronger regional economy.

"I've learned a lot during my time working alongside Arthur. Although he is stepping down from his role as MD, he is remaining on the board and will continue to play an important role within the organisation as a director of the company.

"Finance For Enterprise has invested in excess of £50 million into SMEs in the last 10 years, and since the outbreak of COVID-19 in March, we have acted swiftly to support many businesses which have been affected by the pandemic through no fault of their own.

"2020 has been a very eventful year so far, but I'm keen to ensure that SMEs throughout the region can access the right help at the right time, enabling them to look forward to a brighter future, post Coronavirus."

Arthur Foreman, outgoing Managing Director said:

"Andrew's appointment forms a key part of our long-term succession plans and it's fitting that it comes in a year which sees Finance For Enterprise celebrate its 35th anniversary and at a time when the organisation is continuing to extend its coverage as a key regional finance provider.

"With Andrew as MD, Finance For Enterprise has the right leadership and direction to continue to develop and further enhance its impact. As I step down from my current role, I am totally confident that the future of the organisation is in safe hands and I wish Andrew every success."

Launched in 1985 as one of the UK's first Enterprise Agencies and as a business loan fund, today Finance For Enterprise supports SME businesses throughout

Yorkshire, the Humber and the north midlands, providing business loans up to £250,000.

# Educare Nursery Set for Further Expansion as Owners Overcome Tragedy

Family firm vows to put safety first for children and staff as they lead the way out of lockdown.

As a family business Educare Nursery was more exposed than most to the tragedy of coronavirus, enduring heartbreak first-hand and drawing on the painful experience to reinforce its safety-first approach to protect children, staff and all their families.

David Whincup, who founded Educare in 1998, lost his life to Covid-19 in April only a few days after the death of his daughter, Joanne Rennison, who was a Director in the business.

The warm tributes received by David's wife Margaret and Jo's daughter Alice at their home in Cottingham were testament to the family's standing in the community, and the media coverage will have surprised many who knew David and Jo well yet were unaware of the breadth of activities in which they were involved.

David worked as a Director for the Red Cross and prior to that he served the Hull and Humberside police forces for more than 30 years. Jo pursued a career in hotel events management before becoming Red Cross Fundraising Manager.

David's charity work raised thousands of pounds for deserving causes in Hull and East Yorkshire. Following in his footsteps, David's Grandchildren have now set up a JustGiving page in their Grandpa's and Auntie's memory to raise money for the Hull, Beverley Borough and Holderness Branch of the MS Society – smashing their initial target of £500 and now well over £4,000.

Jo was diagnosed with MS when she was 30 and the MS Society has always been a focus of their fund-raising. David also supported many other charities as a founder member of Haltemprice Lions Club in 1973, serving as President four times and as Secretary for a long period.

He also served as Vice-president and Chairman of Haltemprice and Howden Conservative Association, and MP David Davis led the tributes.

He said: "David was the kindest, most thoughtful, and utterly decent man I have ever

had the privilege to meet. He had a fantastic commitment to selfless public service, not least when serving as Chairman of the Haltemprice and Howden Conservatives. We shall all miss him greatly."

But the focus for the family going forward is Educare Nursery and, working with the Nursery Director Vicki Morris, they are committed to continuing the improvements which have been a feature of their ownership and to delivering the significant projects which David had set in motion.

Vicki said: "David was tremendously committed to the nursery, striving to develop facilities, resources and a positive and safe environment for the children. He was incredibly proud of the nursery and all its achievements, always making sure staff were recognised for their hard work and dedication.

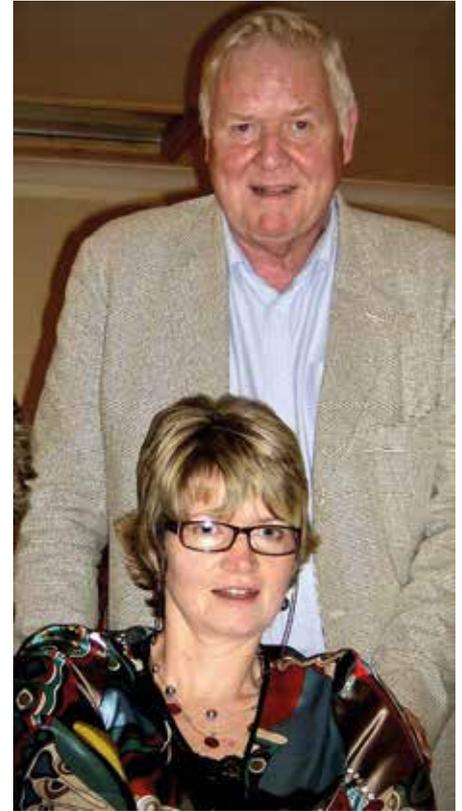
"He will be deeply missed but the nursery will continue with all the plans which he developed with myself and our incredibly dedicated and amazing team."

The fruits of the next round of investment will be unveiled in the coming months and will significantly enhance the outdoor areas at Educare, an aspect of the nursery which was improved in 2016 with the addition of artificial turf to enable children to play outside in all weathers.

Further investment supported the expansion of the out-of-school club and completion last year of a £150,000 first-floor extension, providing more space and improved equipment for the 31 staff, comprising full-time and part-time posts, and more than 140 children who use the nursery, the out of school club and the holiday club.

The developments have driven Educare's expansion at a time when other nurseries have closed rather than embrace the challenges of meeting the growing demand from families for free childcare places.

Vicki Sanderson, who with her sister Al Whincup have been supporting their mother Margaret, said: "Our Father was working on some



**Pictured are David Whincup and his daughter Jo Rennison.**

exciting plans for the next phase of Educare's development and we will continue that work as we take the nursery forward by adhering to government guidance on social distancing, continuing to serve healthy, home-made meals and promoting the wellbeing of the children by giving them even more opportunities to play outside.

"Our family has been through the most awful experience because of Covid-19 but we are determined that Educare Nursery will emerge stronger and better."

To find out more about Educare please visit [www.educarenursery.co.uk](http://www.educarenursery.co.uk)

To support the JustGiving appeal in memory of David and Jo please visit:

[www.justgiving.com/fundraising/in-memory-of-david-and-jo](http://www.justgiving.com/fundraising/in-memory-of-david-and-jo)

**"Our family has been through the most awful experience because of Covid-19 but we are determined that Educare Nursery will emerge stronger and better."**

## Lincolnshire Based Design, Print and Marketing Company Proud to Celebrate 45 Years in Business

The party may temporarily be on hold for creative brand management business, Systematic, but nothing is going to stop the team marking an impressive 45 years in business this year.

Founded in 1975, by Chris Robey's father, Nick, Systematic is a story of evolution; starting life as a niche computer print supplier and becoming the proactive project management business that they are today, supporting clients throughout the UK with the complete range of creative design, print and marketing services that help them succeed.

As the management team reflect on the last 45 years, it's clear to see that one aspect which hasn't changed over the company's history is their vision of 'togetherness'. Working together as one team with their clients has been the common theme for over four decades and has, without a doubt, been a major contributing factor to their success. Togetherness will be as important for the next chapters as the many that have already passed.

Speaking to Manager Director, Chris Robey, he says; "As a family owned business, our values are fundamental to the way we operate. Even when times are challenging, we know that our



enduring values of being trusted, proactive, creative, ethical, team-centric and agile in a rapidly changing world, will help guide our way."

This approach has been highlighted in their eco-purchasing system "the Green Dot" that actively promotes making sustainable choices in order to minimise the impact on the environment.

So what's next for Systematic's clients? Well, at a time when digital technology is

more important than ever, they know that Team Systematic will be helping them to maximise their return on investment. They are supporting clients with services such as website development, SEO and PPC campaigns, social media content and strategic marketing advice through carefully selected collaboration partners.

Chris says "Each of these areas are so unique and specialised, that one company alone cannot offer them all, however with our project management skills and formal trade partnerships, clients will get better results and be able to get on with other priorities in their business".

Chris continues to say; "My biggest thanks go out to Team Systematic, who are the epitome of everything we have achieved so far, and to our loyal clients who have trusted us all these years to help them achieve their goals. Together we have travelled far and are looking forward to the future."

## Health & Safety Ranked Top Concern for Businesses Emerging from Lockdown

Cash Flow comes second, Client Confidence third

Health and safety is the most pressing concern among businesses emerging from lockdown according to the latest poll undertaken by Forrester Boyd and other members of the UK's leading legal and accounting membership group, the UK200Group.

The survey of 550 SME clients shows 276 are concerned about health and safety, 249 about cash flow and 223 about getting clients to buy.

Paul Tofton, partner at Forrester Boyd comments: "It's the uncertainty of reopening a business, with all the related complexities that it entails, that businesses are worried about now. They are confident about how to get their basic operations back up and running, but need clarity about how they should be protecting employees and customers, and getting customers to buy from them. It is

also important to note that while the extension to furlough funding is plainly welcome, the longer businesses remain closed the higher the chance of them not surviving."

Continuing, Paul said, "The government has provided useful guidance, but the onus on businesses and employers is significantly increased. SMEs have indicated through this poll that they need more guidance about how it will impact them and how they will be measured. This ranges from using PPE to managing social distancing in environments that were not designed for pandemics.

"The survey also shows that while wrongful trading provisions have been temporarily suspended, the practical aspects of the challenge to manage cashflow remain, as does the imperative to keep customers happy, maintain furloughed and retained staff morale



and being fair to suppliers, including agreeing stage payments to them if required".

Whilst Health and Safety was the most pressing concern, cash flow and client confidence follow closely behind. It is not just financial support that businesses need but also the advice the help them with the key issues they identified to prepare them for a return to work, whatever that may look like in the future.

## Managing Director of the iNNiTi Effect Has Been Appointed to Renewable World's Board of Trustees

Alexandra Poole, Managing Director of Hull based, the iNNiTi effect, has been appointed to the Board of Trustees for Renewable World.

Renewable World is a charity that tackles poverty in the developing world through the provision of renewable energy. It operates within a network of local partners and remote, energy-poor communities to develop affordable renewable energy solutions that service families living without any means of safe and reliable power.

As Trustee and Strategy Committee Chair, the role will consist of driving the strategic vision for the charity. This includes helping the charity achieve its 2022 goal of reaching 100,000 people in the developing world. The charity strives to improve people's quality of life, as well as championing the empowerment of women in deprived areas.

As a trustee, Ms Poole is highly qualified to take on the new role. Ms Poole's Hull-based consultancy, the iNNiTi effect, assists individuals and organisations to achieve sustainable growth. The consultancy offers training and coaching to help organisations overcome challenges, streamline operations and increase productivity.

Alongside being a qualified Lean Practitioner, Ms Poole is a Chartered Manager through the CMI and is currently completing a "Women in Leadership" scholarship for an Executive Master of Business at the University of Hull.

Ms Poole commented, "I am looking forward to ensuring that Renewable World meets its ambitious and laudable goal of improving the lives of 100,000 people in the next three years. I will also support Renewable World to create a legacy of change in communities to benefit future generations to come."



Alexandra Poole (centre) with Matt Stubberfield - CEO (left) and Neil Pinto - Chairman of Board of Trustees (right).



## Hostile Vehicle Mitigation Manufacturer Named DIT Export Champion

Heald Ltd, the UK's leading designer and manufacturer of hostile vehicle mitigation security products have been announced as one of the Department for International Trade's Export Champions.

Export Champions have been selected by the Department for International Trade (DIT) for their approach to growing the UK economy through exporting and, as Export Champions, they will now encourage their peers in the Northern Powerhouse region to follow suit. DIT Export Champions will offer practical advice on how to turn export ambitions into a reality, and guidance on how DIT can help businesses break into new markets.

Export accounts for 80% of the Hornsea firms revenue. In recent years Heald has enjoyed significant success in international markets including the USA, Norway, Singapore, Australia and the Middle East. Heald's innovative range of award-winning security bollards and blockers secure high profile locations such as Norway's Avinor Airport, Beale Street Memphis, the French Quarter in New Orleans and a government facility in the USA.

The Export Champion community is part of DIT's Exporting Strategy and is being introduced in response to a desire from businesses to receive peer-to-peer exporting support. As part of the programme, in 2020, there will be up to 150 Export Champions active across the North of England and Heald Ltd will be joining the community this year.

Bev Mullin, DIT's Deputy Head of Region for the North West, said: "Our Export Champions all display excellence in global ambition, and each

is well-placed to help other local businesses explore their own exporting journey. It's great to have Heald Ltd on board as a 2020 Export Champion as they are a shining example, exporting around 70% of their products around the globe.

Business looking to enter new markets, or start exporting for the first time, should get in touch with their local DIT International Trade Adviser, where an introduction can be made to Heald or other Export Champions to find out how exporting could help them reach their full growth potential."

Responding to Heald being named Export Champion, Heald managing director, Debbie Heald MBE said: "Export plays a significant part in our business success and I am therefore delighted that Heald has been recognised as one of the leaders in British export. We look forward to working with the DIT export community and sharing our export insights and advice with businesses looking to boost their export operations."

Earlier this year Heald announced the launch of their Bridge Bollard Protection System in response to recent terrorist attacks on high profile bridges including London Bridge. They are also the only company in the world to offer a sliding bollard solution, addressing the challenges faced by retrofitting security products into the built environment.

# Business Spotlight – with Christine Turner

In this issue of Business Intelligence we talk to Christine Turner Managing Director of Independent Cleaning Services, about the vital role they are playing in the current COVID-19 pandemic, sustained growth of the business and how they continue to keep it in the family....

Independent Cleaning Services Ltd, or ICS as it is more widely known, was established in Hull in 1994 by Christine Turner and Tony Beharrell. Today the business is part of The SPS Group of companies. Tony remains Chairman of the Group and Chris is the Managing Director of ICS

"We've been a family-run business since our formation and we are proud to still be able to say that today, more than 25 years later," said Chris, who is dedicated to the business. "We're proud of our Hull roots too and always place our people at the heart of our operations. Many of our key team members have been with the company for more than 15 years and we value every one of them."

The SPS Group, with its head office in Neptune House, Neptune Street, Hull, includes ICS, SPS Security, SPS Technical and SPS Training - and together they offer a wide range of cleaning and security services nationwide.

ICS is one of the largest independent contract and commercial cleaning providers in the

North of England, employing around 500 people full and part-time. The business offers a full range of cleaning services to a variety of customers in varying sectors, including: office cleaning, commercial cleaning, school cleaning, retail and leisure cleaning, shopping centre cleaning, industrial cleaning, factory cleaning, car park cleaning, pressure cleaning, washroom services, feminine hygiene, janitorial supplies, grounds maintenance, fire and flood restoration, graffiti removal. Since early this year, ICS has also added specialist COVID-19 cleans into its portfolio of services for customers.

Chris continued: "I have worked in the cleaning industry for more than 40 years and always enjoyed it. In the mid '90s I saw an opportunity within the marketplace as more and more businesses were contracting out their cleaning, and that's where this journey began.

"I managed the cleaning at Hull Royal Infirmary in the 80's which was extremely



challenging and thankfully cleaning methods have vastly improved over the years. At this time especially all hospitals and anyone dealing with the COVID-19 outbreak are under real pressure to ensure excellent standards of cleaning are maintained.

"We have a forward-looking, progressive management team and a policy of investment in the latest equipment and technology, but what is at the heart of our success is our people. Our cleaning staff are our greatest asset and without them out there everyday working as hard as they do we would not

**"We have a forward-looking, progressive management team and a policy of investment in the latest equipment and technology, but what is at the heart of our success is our people."**



*Chritine Turner and Tony Beharrell*

be where we are today. I constantly find myself saying we are only as good as our worst cleaner. So how we recruit, train and manage our staff is key to the success of the business. We always ensure that our customer-facing team care about their work as much as we do.

“What is strong about our business is our ability to adapt and offer bespoke packages to customers depending on their needs and challenges. Like most other businesses this current situation has had an enormous impact on us - from protecting every

employee, dealing with the furlough of staff at customers premises, to carrying out sanitising cleans after a confirmed outbreak, and helping customers get back to work and re-open and ensuring the schools that we work with have been able to stay safely open. Given the nature of our business, our services have been in continued demand and we have been busy ensuring we have and are assisting our customers in every way needed.

“We have created a COVID-19 risk assessment; carry out tool box talks and additional training with all staff to ensure

they are safe and protected and fully aware of all the cleaning requirements whilst carrying out their duties. We have also changed our chemicals to highly effective sanitising products and invested in a range of fogging machines that kill germs and various equipment to deal with outbreaks and specialist sanitisation cleans.

“I’m very proud of all my staff that have worked extremely hard through this challenging time.”

# Covid-19 Back to Work Cleaning Services

Whichever sector your business operates in, whether it's commercial, industrial, educational or otherwise; ICS can provide a fully bespoke disinfection cleaning service built around your needs.

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- ✓ Disinfection Services
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- ✓ Daily Cleaning

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SPS Group provide services to clients working in a variety of sectors across the UK. Each service is tailor-made to suit the needs of every business we work with. Our clients benefit on multiple levels from our integrated approach. With a diverse package spanning the facilities management chain, SPS Group is uniquely suited to aid and improve your business.

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Member of The International College of Holistic Medicine

## COVID-19: How home working is increasing cyber vulnerability

The overnight move to a virtual workplace has resulted in a cyber crime surge, with unprepared businesses at increased risk of being exploited, Intqual-pro has warned.

Following advice and restrictions to help slow the spread of the Coronavirus (COVID-19) outbreak, businesses worldwide have closed their doors and sent staff to work from home for an unknown duration. With many unprepared and unaware of the cyber security risks involved with remote working, online fraudsters have begun to capitalise on vulnerability.

Figures from the National Economic Crime Centre in early April reveal that more than 500 Coronavirus-related scams and over 2,000 phishing emails had been reported to investigators in the UK. Losses among those targeted totalled £1.6 million, with this figure expected to rise.

Consumers are being continuously warned by regulators of schemes including bank payment frauds and data phishing attempts, but businesses too must remain vigilant.

A representative at Intqual-pro said: "The cyber threat of a home/remote working environment shouldn't be unexpected by businesses, but the current pandemic has created an increased exploitative opportunity for cyber criminals. It is crucial that businesses encourage increased awareness and personal responsibility for cyber security amongst all employees."

One key threat comes from a lack of face-to-face communication, making it difficult to verify identities. This vulnerability allows fraudsters to target businesses through impersonation. In recent incidents, Coronavirus-related spear phishing through impersonation has included senior executives requesting fund transfers, suppliers changing bank details to divert payments and landlords agreeing to a rent deferral in return for a down payment.

Amid the pandemic and global cyber crime surge, Intqual-pro have launched the latest phase of the Cyber Stars Initiative, Cyber Stars 365, to help business gain true insight into employee cyber security awareness.

Intqual-pro's representative added: "We believe the launch of Cyber Stars 365 has come at an important time. Many businesses will be looking to educate their staff on cyber security as a result of increased risk, but it is vital to gain insight into cyber awareness understanding for training to effective. Cyber Stars 365 has been developed to provide a cost effective, efficient and sustainable solution to ongoing cyber awareness training and metrics."

The Cyber Stars 365 platform allows an organisation to provide a snapshot of



understanding and risk at any given time, identifying those with legitimate training needs, without providing additional unnecessary training to those that already can demonstrate an effective level of competence.

To arrange a Cyber Stars 365 trial or to find out more information, contact **enquiries@intqual-pro.com** **01234 381158**

**INTQUAL  
PRO**



## From Piggy Bank to Financial Independence – Informed Financial Planning launches Free Videos for Teens

Don't know your interest rates from your APRs? The mystery of monetary terms is being unravelled in a series of short animated films for young people created by Informed Financial Planning.

Aimed at 11-16-year olds and their parents, it is hoped that the bite-sized approach to teaching the basics of finance will provide the knowledge and confidence needed when making the transition to financial independence.

The award-winning Hessle-based company came up with the idea in response to the lack of focus on the essential life skill in schools and the COVID-19 lockdown.

The 12 films can be accessed on Informed Financial Planning's website in the COVID-19 resource section, cover topics ranging from the basics of bank accounts and online banking, to budgeting, credit, pensions and tax. They will be posted every Monday and viewers will be prompted to download a questionnaire at the end with an answer sheet also available for parents.

IFP's managing director Kevin Ferriby said: "It has long been an issue that very little emphasis is put on teaching young people the skills to look after their financial futures or to navigate the financial world of adulthood.



"We hope that our free, short films provide a fun and straightforward resource for parents during the COVID-19 lockdown and have a positive impact young people's understanding of the essentials in a range of financial matters."

Jessica, head of marketing at IFP, said: "It's not easy to get children to consider their future in

financial terms but most would agree the basics of finances are not taught enough in schools despite it being one of the key things you need to know as you grow up. We really hope that our films go some way to helping."

IFP was established in 2004 and offers a full range of financial planning services. It became the first firm in Yorkshire to achieve corporate chartered status, and in 2018 was named as Money Marketing's UK Advisor Firm of the Year. It has also been recognised for three consecutive years by Professional Advisor as the UK Best IFA to Work For.

To see the latest videos, visit <https://informedfinancialplanning.co.uk/covid-19-hub/> The company's COVID-19 hub also has a 'frequently asked questions' section regarding investments, a fun area with a quiz and a video game, and a number of helpful webinars and articles on subjects such as help for businesses and investing in turbulent markets.

## HullBID Planning to Dish Up Delicious Discounts with Dine Wednesdays

HullBID has revealed plans to build on the phenomenal success of its Hull Street Food Nights with a new idea to tempt people into the city centre with the offer of fantastic dining deals.

The BID team are in touch with food and beverage businesses to dish up a series of delicious discounts as part of the Dine Wednesdays venture.

The initiative will encourage restaurants, hotels, café bars and pubs to create price-friendly packages of two and three courses to showcase their fare and drive repeat business.

Kathryn Shillito, HullBID Executive Director, said: "Hull Street Food Nights have been a great success in terms of attracting people into the city centre early evening to support the food and beverage businesses and we still hope to be able to bring them back at some point this year.

"But Dine Wednesdays are definitely on the agenda and we hope they will have a big impact. We have some fantastic restaurants in our city centre with a wide variety of sizes,

styles and cuisines and this is a chance for them to attract new customers and turn them into repeat visitors by showing that they can do."

HullBID has been working on Dine Wednesdays during the lockdown and is inviting city centre businesses to give their views on the idea and on other BID activities as part of a survey highlighting the organisation's role in signposting people towards grants and other coronavirus support, working with Humberside Police to maintain safety and security around empty premises and promoting businesses which are still operating.

Kathryn said: "We've been working hard during the lockdown using our links with partners including Hull City Council, Humber LEP, Humberside Police and the Hull and Humber Chamber of Commerce to send vital information that will help businesses prepare



**Dine Wednesdays will be looking to build on the success of Hull Street Food Nights.**

to reopen and we hope they will respond to our survey so we can find out what sort of help will make a difference for them."

## Hull Commercial Agents Proud to Have Helped put Businesses 'On the Front Foot' as Exit From Lockdown Begins

A leading Yorkshire and Humber commercial property agent says he is proud his company has helped businesses remain 'on the front foot' throughout lockdown as Prime Minister Boris Johnson outlined plans for a phased reopening of society and industry.

David Garness, managing director of Hull-based Garness Jones, believes his company was one of the few in the commercial property sector - particularly regionally - to continue offering site viewings after the March 23 lockdown.

Emphasizing that his business has 'followed Government guidelines each and every step of the way', he says the decision has been vindicated as a number of property deals being agreed in that time.

Mr Garness says that has ensured that the companies involved have not had to standstill for six weeks and are now in a much better position to respond and restart as we enter 'phase two' of the UK's Covid-19 response.

"I'm very proud of the work we have done to support businesses over the past few weeks with their property needs," said Mr Garness.

"There was a lot of caution and reluctance to do any sort of business due to the initial unclear messaging around 'essential work' and the references made to the food and health sectors, however, when you looked carefully at what was said, it was never said that business had to stop.

"The Government advice from March 23 onwards was to work from home if you could - as we did with our teams - and only to travel for essential work, which is again what we have done.

"We were very considerate and took time to carefully consider what we could offer clients safely, and what could be justified in terms of business need.

"I have to say, from all the years in property, I know how essential securing the right premises are and we took the decision that we needed to support those who came to us and said they had a genuine need for property now.

"Essentially, we have always ensured that we haven't lost sight of the economic need through lockdown. There is always a need for businesses to be able to continuing operating, to plan and to grow, and to be able to come through this situation in a strong enough position to be able to grow and create employment.

"We all need those businesses as we emerge from this situation.

"In the past week we've progressed a number - and it has to be stressed it is only a small number - of deals which are of significance. There is one deal in particular which has seen a very well respected local company, in the leisure field, secure new premises which offers it great potential in the future.



"They saw beyond the very difficult situation we have all been facing and wanted to plan ahead, despite it still being highly uncertain until last night when their particular industry could return to any form of normality."

'Common sense' approach will continue to be taken to activities

Property viewings have been conducted on site by Agency Director Paul White, who says a common sense approach has been taken at all times.

"We've of course offered virtual viewings to people over the past few weeks but taking on any new premises is a big decision and there is simply nothing that beats walking around and getting a feel for the place," he said.

"We've assisted by speaking about the premises beforehand and their key features before meeting one person at a site and opening up for them to look around alone. We've then spoken at distance outside after the viewings and taken things from there. This will continue following the guidelines set out last night.

"By finding a simple way of doing things safely we've helped a number of businesses keep very important aspects of their work turning so they are on the front foot now that a timetable is being set to start returning things to normal."

Following the publication of the Government's recovery plan, in which a phased return to normality was outlined, Mr Garness says common sense will still be the key factor for all businesses.

"I am glad to see Mr Johnson is now actively encouraging the manufacturing and construction sectors in particular to work, as they have clearly been placed under huge strain which couldn't go on much longer," he said.

"The key now is helping these businesses to be able to return to operations in a safe manner for all workers, and customers, with regards to social distancing and containing the spread of the virus. It has to be safe.

"As the Government has stated, it cannot continue to support the economy indefinitely. We do need to get back to work, and we need to find a sensible and safe way to do so.

"We still need much greater clarity on last night's announcement, and of course many businesses are going to need a support in making sure their premises, processes and people are safe. We face another massive challenge.

"However, I feel this step is an important one as it potentially gives businesses the opportunity they deserve to demonstrate their responsibility by allowing them to work to guidelines and get the economy moving again."



Kirk Akdemir (left) and Andrei Sparling

# Andrei steps up to director role after ten years with AA Global

A linguist who joined a leading translation and interpreting company in a part-time role ten years ago has completed his rise to the top after being appointed as Director of Operations.

Andrei Sparling, who began his career with AA Global at the firm's Worcester office, has worked across all aspects of the business and played a pivotal role in its expansion and in establishing Hull as head office.

His promotion recognises his role in overseeing a major investment in new technology and in planning further improvements to connect the worldwide network of interpreters and translators.

AA Global employs nearly 15,000 translators and interpreters who between them cover more than 500 languages. Of the current permanent workforce of 25, more than 20 are based in Hull, with Andrei one of the earliest

arrivals in 2012, a year after joining the firm full time.

Andrei, who comes from Moldova, has lived and worked in Spain and in the UK. He speaks English, Moldovan, Romanian, Russian and Spanish.

He said: "We were starting from scratch in Hull and I was taking ideas from our operation in Worcester as we developed the new office. I still spend time in different departments to gain a better understanding of how things work and how to improve.

"I use my passion for technology and innovation because I believe this is the way forward. We are directing our considerable

investment in IT to build new platforms such as video interpreting and more advanced telephone interpreting which enables clients and our linguists to work together in a more robust and secure way."

Kirk Akdemir, CEO of AA Global, said: "Andrei has accepted every challenge thrown at him, including leaving his home town and joining our Hull office when we first opened here.

"He has been instrumental to our growth throughout the years and thoroughly deserves this appointment. His promotion also demonstrates how at AA Global we value and reward the hard work and loyalty of our employees."

## Record Year for Ongo Recruitment

Ongo Recruitment, an agency based in Scunthorpe, has exceeded their targets once again and are celebrating their best year yet.

The team surpassed last year's figures by generating £1.5 million in revenue over the last 12 months, as well as £50,000 profit. This means they've achieved 105% of their annual target.

From this, they have re-invested £20,000 of their brokerage profit into food parcels that Ongo staff are delivering to their most vulnerable tenants, through the coronavirus pandemic.

Since 2019 Ongo Recruitment has expanded their list of clients within the industrial and food sector, to help local people gain employment and enhance their career prospects. Their Personal Assistant sector has also had a phenomenal year, with in excess of 65 vulnerable clients every day in the local community being supported through this.

Rich Green, Recruitment Manager said: "It has been a great year for the team. Not only have we excelled our targets, we've also been able to support more local people and begin work with new businesses, in a variety of sectors."

"The work we do is vital to our area to boost employment. Just this year we have secured 479 people into work and I'm proud that we can carry this work on, even in these challenging circumstances."

Since the Covid-19 outbreak the team has still been running business as usual, with members of the public getting in touch with the team, as they work from home.

Rich continued: "Even amid the coronavirus outbreak our team has been working hard to help those people who have lost their job and income, to secure positions elsewhere. It is important to make sure we come together and help the community where we can."



## Phillips 66 Humber Refinery Commits £40,000 to Local Domestic Abuse Charities

Phillips 66 Humber Refinery has committed just over £40,000 to local domestic abuse charities on the front lines supporting some of the most vulnerable people during the COVID-19 lockdown in the Humber region.

Darren Cunningham, Lead Executive UK and Humber Refinery General Manager said, "This is a difficult and worrying time for everyone – but particularly so for adults and children living with domestic abuse, and the professionals working hard to support them".

The donation will be distributed as follows: £26,900 to Blue Door a specialist service who provide support to anyone that has experienced domestic abuse, covering North & North East Lincolnshire, and £13,450 to Hull Women's Aid, working hard to continue to assist women and children who need their help in these challenging times.

It is hoped the donations will allow both organisations to further their valuable support and outreach work to anyone that has experienced domestic abuse, which has seen a significant spike since COVID lockdown.

Both organisations were specifically chosen after direct consultation with local councils as to where help is currently most needed.

Darren Cunningham, added "At Phillips 66 we are committed to the local communities in which we live, work and operate. It is our core belief to be a positive neighbour and to provide help to those that need it, especially at this most difficult time.

There are many key workers, some working under the radar like these charities, carrying out vital frontline work to ensure that they can provide a crucial safety net to some of the most at risk women, children and communities throughout this crisis. We hope this donation can help them continue their invaluable work

and help highlight the amazing work they are doing".

Michelle Donnelly, Chief Executive Officer at Hull Women's Aid added "We are committed to providing the best possible service to women and children experiencing any form of domestic abuse. Our emergency accommodation is often a lifesaving strategy for women and children fleeing domestic abuse. Some often flee in extreme circumstances with nothing but the clothes they are wearing. During the Covid-19 situation, domestic abuse is increasing and has become a very challenging time for many victims living in these difficult situations. During this time every penny we receive counts and will help to make a life-changing impact. Because of the Money you have donated to us, we will be able to continue with our life saving work and be there every step of the way to help women and children recover, free from abuse." We cannot thank you enough for your support and amazing contribution to help the families we support."

Stephenie Price, Chief Executive Officer for The Blue Door, "Everyone at The Blue Door is incredibly grateful to Phillips 66 for this very generous donation. It will be used to provide essential support to our most vulnerable members of the community during the COVID-19 pandemic".

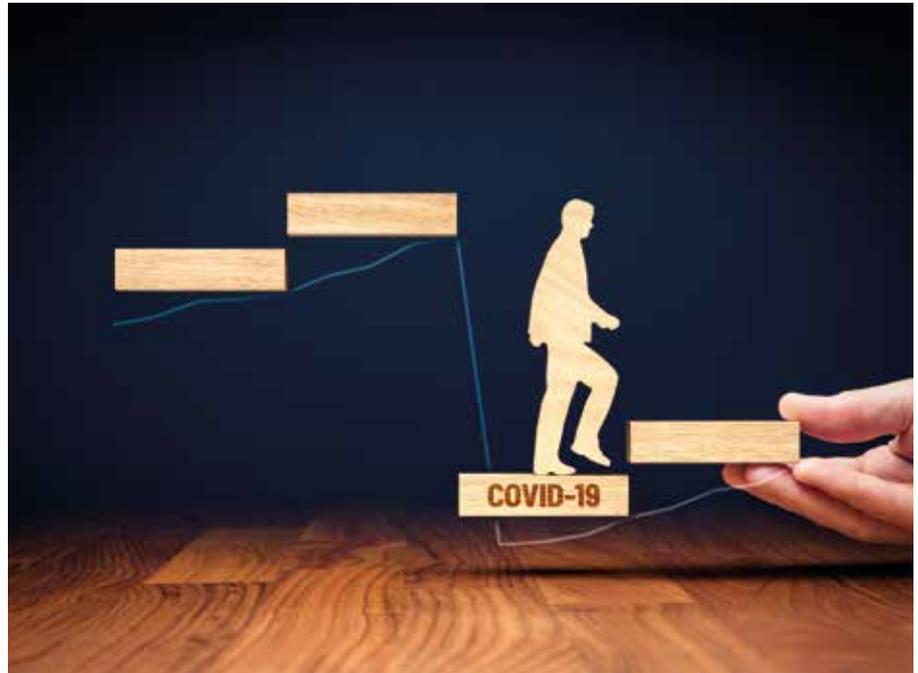
The refinery's donation is part of a \$3 million global commitment from Phillips 66 to support frontline organisations that are responding to the pandemic efforts, including first responders, food banks, healthcare, and other organizations serving the most vulnerable populations.

# Shedding light on surviving the impact of Covid-19

As Covid-19 lockdown restrictions have started to ease, Begbies Traynor Group has provided guidance below that companies can follow to survive the challenges over the coming months:

## Talk to your business support network

- Your business insurance might provide the cover you need if your business has to stop or had an interruption in trade. Talk to your insurer or broker or an advisor.
- Talk to your bank about possible emergency finance options. This could include
  - Coronavirus Business Interruption Lending Scheme (CBILS), government backed.
  - Bounce Back Loans where small businesses can borrow up to 25% of their turnover.
  - Future Fund aimed at innovative companies that typically rely on equity investment.
  - Covid Corporate Financing Facility (CCFF) provides short-term funding for larger corporations.
- Talk to your customers and suppliers – to pay your outstanding invoices and to understand your supply chain.
- Talk to HMRC about time to pay arrangements
- Talk to the Government through their business support helplines – they have implemented a number of support schemes, such as:
  - The Coronavirus Job Retention Scheme to help retain staff when a business has been forced to stop/had an interruption in trading. This is extended to October 2020.
  - Companies can reclaim Statutory Sick Pay (SSP) that has been paid to employees for up to two weeks.
  - Grants for SMEs – Non-repayable cash grants will be made available to help those in the retail, leisure and hospitality industry. Many smaller businesses outside of these sectors will now also be entitled to a government grant. Speak to your local Council.
- Talk to your landlord for some breathing space if you are experiencing a drop in trade which is impacting on your ability to pay the rent. There are also business rates holidays until 2021.



- Talk to the local LEP regarding options and funding they have for growth/strategy.
- Emergency funding can help businesses navigate through troubled waters – such as bridging loans, extended overdrafts and invoice finance – talk to a professional.

## Get free professional advice

Our specialists at Begbies Traynor Group can provide businesses with guidance and support through their offices in Hull, Scunthorpe and Grimsby:

Restructuring your business operations – mitigating loss is key in times of financial distress, so take advice on which parts of your business could be streamlined or cut back.

- Formal procedures available to companies in the form of a Company Voluntary Arrangement (CVA) which shields businesses from creditor pressure and allows the payment of debt over time. Also, the new insolvency regime of longer moratoriums for businesses to restructure and reorganise without creditor pressure for up to two months.

- Directors should also take extra care not to create individual financial exposure through overdrawn directors' loan accounts and late payments that can breach personal guarantees.
- Understanding the options available to you and your business – speak to Begbies Traynor Group completely free of charge – whether it be refinance, fundraising, credit control, time to pay, asset disposal, business review, insurance services, business sale and property services or a formal restructuring procedure.

Covid-related business distress is accelerating on an unprecedented scale and taking swift action is absolutely critical as the end of government aid looms and all operating expenditure returns to normal in the next five months with increased debt to be serviced.

For further information, please contact:

Andrew Mackenzie, Partner

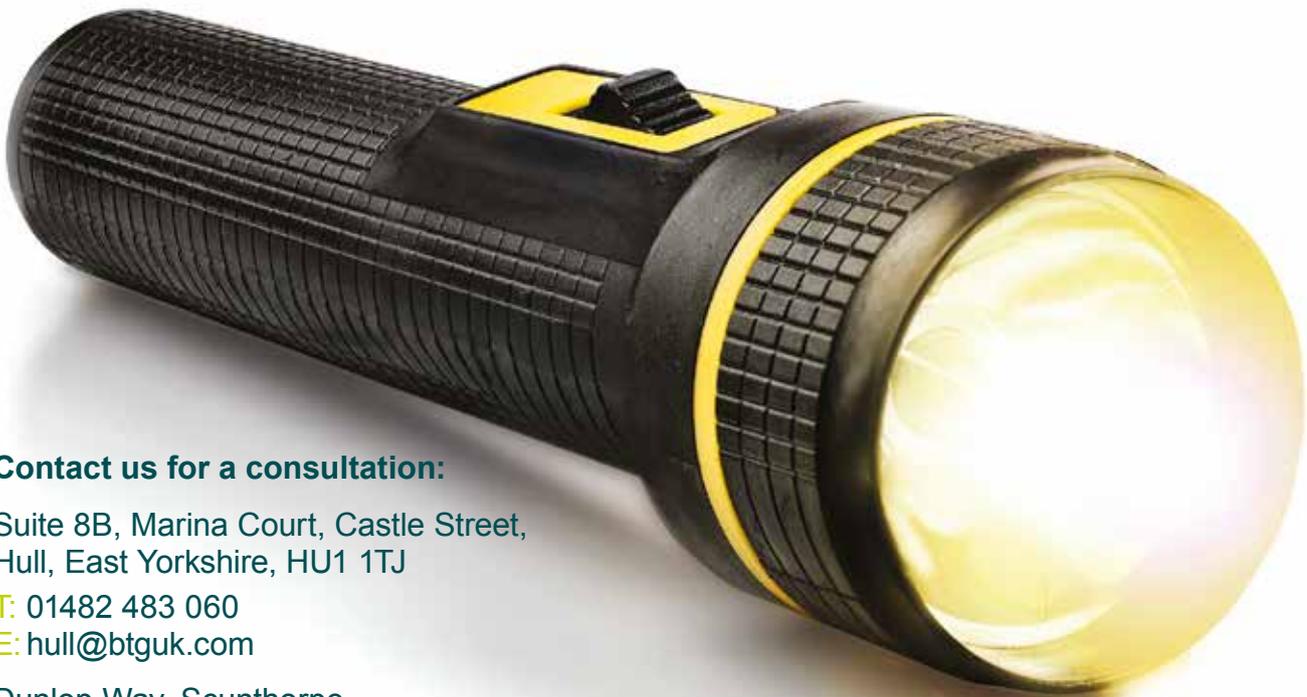
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# There's light at the end of the tunnel.

Whatever financial problems you are experiencing in your business, we can help.



## Contact us for a consultation:

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# Communication Has Never Been as Important as it is Now

The golden rules of messaging are keep it simple, deliver it clearly, repeat often.

The UK Government's 'stay at home', 'protect the NHS', 'save lives' message was a classic example of direct, memorable and impactful communications.

But creating a message which appears so simple is not as easy as it seems.

As businesses adapt to new ways of working it is important to look again at the messages you are sending to your customers, your suppliers and partners and, crucially, your staff.

Is there purpose in your messages?

Are they clear and direct?

Are you repeating them often enough?

Understanding what you need to say and when you need to say it is the first step to delivering effective communications. Predicting how your audiences are likely to respond, and feel, is an important part of the process.



As founder of Lisa Fleming Communications and a PR specialist with over 20 years experience, Lisa Fleming knows well how the structure and delivery of your messages can make or break for your reputation,

especially in times of crisis. She advises:

Have a voice and communicate with confidence. Don't let your competitors or critics be the voices your customers hear first.

Plan your messages in threes. Keep them simple, relevant, direct, and repeat often.

Know where your audiences are and go directly to them.

Be a trusted source. Take control of what people think and feel about you and your business.

Finally, be authentic. Times are tough. It is acceptable to amend your corporate tone of voice during times of crisis.

Based in Northern Lincolnshire, Lisa Fleming Communications provides a range of business communications and PR support, including media handling, copywriting, strategy development and internal communications advice. [www.lfcomms.co.uk](http://www.lfcomms.co.uk)

## Scunthorpe Marketing Company Offers Free Support for Local Businesses

Following the economic downturn due to COVID-19, Tim Smith Marketing, a leading marketing agency based in Scunthorpe, is offering local businesses a free consultation to help boost their activity and get operations back up and running.

Said Managing Director, Tim Smith: "We feel incredibly fortunate to have survived the recent disruptions and were able to keep a full service running throughout the lockdown period. By offering free support to local businesses this is our way of helping the local economy to recover.

"I would encourage all business owners experiencing challenges following forced closure or reduced operations to get in touch with Tim Smith Marketing as we are experts at helping businesses to move forwards and achieve their goals with targeted marketing.

"The consultation will give you the chance to focus on a plan to improve customer reach or problem solve without committing to on-going support."

Founded in 2000, Tim Smith Marketing works with clients from a range of sectors to provide

cost-effective business solutions to help increase sales, build brand awareness and develop products and services. The team of six create and deliver marketing strategies and offer various levels of support for clients.

Services include copywriting, strategy development, public relations, media planning and buying, website development, design, creative and print. From start-ups through to global companies, marketing is bespoke for every client to maximise the available budget and ensure success.

"We are passionate about marketing and look forward to supporting local businesses as the economy starts to re-build – with the right support and innovation where it is needed we are confident we can help to boost your business," added Tim.



To arrange your free marketing consultation with the team contact Tim Smith on 01724 784600 or email [tim@timsmithmarketing.co.uk](mailto:tim@timsmithmarketing.co.uk).

[www.timsmithmarketing.co.uk](http://www.timsmithmarketing.co.uk)



# Chamber Petitions Department for Transport to Provide Financial Support for Hull Trains

The Hull & Humber Chamber of Commerce is petitioning the Department for Transport to provide Hull Trains with the necessary assistance to restart their direct train services between Hull/ Beverley and London, following their suspension on 30 March 2020 due to the coronavirus.

The petition has got off to a good start with 1,400 people having already signed it - but we need more signatures.

Hull Trains has been the main provider of direct train services between Hull and London since 2000, gradually expanding its services and recently investing £60-million in new, more reliable rolling stock.

Open Access rail operators such as Hull Trains rely solely on ticket revenues in order to run services. Social distancing restrictions on passenger numbers means that restarting services is not viable without the financial

support that has allowed franchised rail operators to recommence their services. Open access rail operators still incur costs when their trains are not running. However, they cannot remain commercially viable without running trains. If Hull Trains ceased trading, Hull and the East Riding of Yorkshire would regress 20 years to having only one daily direct rail service to London. 130 jobs would be lost.

Supporting Hull Trains in these exceptional circumstances would help restore capacity and competition to East Coast rail services and aid the economy's gradual return to normality

through the period of social distancing. With Transport for London being provided with at least £1.6bn of Government funding, making it possible to reinstate open access rail services that existed before the COVID-19 lockdown should be a more urgent priority for a Government committed to the Northern Powerhouse than longer term infrastructure plans.

Please show your support for Hull Trains and sign the petition using the link below.

<https://you.38degrees.org.uk/petitions/support-hull-trains>



## Abatis Fire and Security - Quality and Progression

Established in 2003, Abatis Fire & Security are a family company with an eye firmly on quality and progression. The business offers a wide range of solutions for fire safety and security that help protect your home, business and most importantly, people.

Based in the centre of Grimsby, they have engineers providing quality cover to customers in Lincolnshire, and surrounding counties.

With appropriate support staff and key account management in place, Abatis provide a high quality personalised service for customers large and small and whether you are residential, commercial, industrial, private or public sector customer.

Abatis are constantly looking at new and innovative security solutions. Constantly testing

the market to ensure provision of the latest and best services to customers; providing best value solutions tailored specifically for the individual home, business or organisation. This is reflected in their approach towards new techniques and technologies.

The company aim is to achieve excellence across the range of services they offer and the experience offered to customers. The business is Approved by the National Security Inspectorate for Electronic Security systems and hold BAFF Accreditation for Fire Alarms

& Extinguishers. The business offers high quality home and building automation and as authorised dealers are proud to offer Control 4 solution.

Headed by the Company Director with nearly 30 years in the industry, they offer nearly a century of experience with a vibrant mix of traditional trade skills and youthful enthusiasm for the latest technologies. Coupled with a customer focused and experienced team they aim for the highest possible quality service and the most competitive prices.

## Grosvenor House, Hull – Offices to Let

We have a few offices/rooms to let in an already established business at 100 Beverley Road, Hull, the rooms vary in size and price and start at £240 pm and most have an office desk and chairs.

The rents are fully inclusive and all come with free wifi, boardroom, kitchen, free secure parking at the rear, intercom entry and cctv, also there is an outdoor seating/smoking area. You can request a video or you can view yourself but still using the guidelines of Covid 19.

For more information please ring Grosvenor House on 01482 326264.



# Cobus - Help at Home

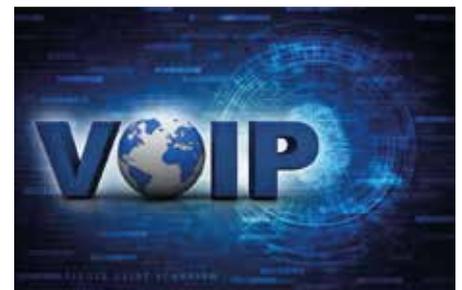
Cobus is a long standing [almost 30-years] award winning business that prides itself on delivering the right solution at a competitive price; whilst also making sure that Cobus is a great place to work with a real passion for giving back and getting involved in numerous charity and community events within our local area.

During these unprecedented and turbulent times, we have been looking at innovative new ways that we can further help assist businesses with their communications needs while working from alternative [home] locations. This is something that we already offer, with a selection of tailored solutions utilising the latest in hosted telephony; that allows professional call handling from any location by utilising seamless applications on your current mobile device.

The offer: We're offering businesses the supply and installation [using remote configuration and deployment where possible within 48-hours] of a hosted telephone solution with inclusive calls and optional features such as video conferencing, auto-attendant, instant messaging etc. for an initial cost of just 1 pence per user, per month, until the end of July 2020. This will enable businesses to handle their office communications effectively and professionally while not having to find any capital and/or monthly payments during this difficult and worrying financial period. This offer is for a limited time only and subject to a minimum agreement term.

In addition to this already fantastic offer we are giving all new businesses a £50 cashback as a thank you and we will also make a £50 donation to our Cobus Foundation Charity of the Year, Hull4Heroes for each and every new customer.

Moving to a fully hosted VoIP telecoms system where you can work from home or alternative locations is an easy transition with minimal disruption. The current increased levels of lockdown and remote/home working has created an increased need for collaboration and seamless connectivity over remote locations. This has led to many businesses migrating from a predominantly onsite solution to a fully



hosted system, on occasions within as little as 24-hours. Thousands of businesses across the UK have run their telecoms as traditional on-premise systems for years, so it can seem like a huge step to upgrade to an internet cloud-based system. However, we are here to help and make the move as seamless as possible.

This solution enables your staff to work remotely while still being part of the same telephone system so your customers do not know any real difference. The installation of the applications onto your mobiles and laptop devices allow for the whole organisation to interact with each other through several beneficial ways from the simple transferring of a call to Video/Conference Calling, Instant Messaging, Screen Sharing, Presence, and much more, ...meaning it's business as usual. Increased productivity by utilising new features and creating improved efficiency can be expected across all areas of the business operation.

Cobus MD, Michael Smith, added "this is an exceptionally tough time for all with one of the biggest worries being the unknown, Cobus have put this package together to help businesses get through the lockdown and phased return while also promoting further contributions to Hull4Heroes, our Foundation charity and friends, that do such a fantastic job supporting our veterans, especially in this time of unrest"

If you would like to take advantage of this amazing offer, or discuss moving to a Hosted solution or any other telephony requirement, not forgetting that in most cases we can arrange government grants to cover costs, then please contact our dedicated team on **01482 225666** or email **sales@cobus.co.uk**



# A Great Opportunity for Businesses in Our Region

Local Air Conditioning specialists FEL Group understand that as a region we are facing exceptional challenges. They are therefore focusing on providing added value for local businesses & Chamber members.

Based in Scunthorpe, FEL Group delivers Air Conditioning service and maintenance throughout the region and are currently offering Chamber members 24 months of planned air conditioning maintenance for the price of 18.

FEL Group have expertise in maintaining and repairing all types of cooling equipment from a variety of manufacturers, always to a high standard. From comfort cooling/heating to critical infrastructure cooling, they deliver outstanding service with maintenance schedules to suit all business types.

If your business premises have air conditioning, you will know that regular maintenance is required and a key requirement in keeping

everything in good working order. It also helps to avoid costly replacements or repairs.

FEL Group have a team of engineers ready to assist you and use high quality products to ensure your air conditioning system is hygienically clean and remains in good working order in between maintenance visits.

They deliver services to a broad spectrum of industries, institutions and authorities and have a wealth of experience and expertise in delivering a timely, high quality service.

Their main focus is led by the drive to keep customer satisfaction at the heart of their business by keeping costs down and quality up. This focus on customer service means they are

only ever a phone call away. Being part of the team means they can grow relationships with their customers and that is what's at the heart of their business.

You can enjoy 24 months of air conditioning maintenance services for the price of 18 with FEL Group with this limited time offer.

Take advantage of this offer

Contact Rebecca Kennedy, Service Coordinator – [Rebecca.kennedy@felgroup.co.uk](mailto:Rebecca.kennedy@felgroup.co.uk)

to learn more, or call 01724 270717 / 07712 323808

. Visit our website to find out more about FEL Group <https://www.felgroup.co.uk/service-maintenance>

**MAINTENANCE** 

Delivering Outstanding Service

**24 month Maintenance Plan for the price of 18**

**FEL Group**

**FEL Group**



Hull and Humber Chamber of Commerce is pleased to introduce AXA PPP healthcare for their business healthcare cover

# AXA - Official Chamber Healthcare Partners

## Day or Night, We're Here to Help Put Your Mind at Ease

When you or one of your employees has a health worry playing on your mind, it can make it difficult to focus on anything else.

That's why at AXA PPP healthcare, regardless of whether you have healthcare cover with us or not, we give Chambers of Commerce members free access to our 24/7\* health information telephone helpline, Health at Hand.

Our Health at Hand team is on hand to support you and your team. Whether it's a question to do with your own health or your child's health, our team of nurses, counsellors, midwives and pharmacists are here to help put your mind at ease.

**Some of the ways we can help:**

If you have a question about medication that you've been prescribed, our team of pharmacists is on hand to help

If someone in your team is struggling to cope with the pressures of work or home life, they can speak to a counsellor about how they're feeling

If you have a question or a worry about your health, you can discuss the symptoms with a nurse

To find out more and to activate your free access to Health at Hand, visit [axapphealthcare.co.uk/Chambers](http://axapphealthcare.co.uk/Chambers) or call us on **0800 389 7413\*\***

\*Health at Hand nurses and counsellors are available 24/7. Pharmacists and midwives are available 8am-8pm Monday to Friday, 8am-4pm Saturdays and 8am-12pm Sundays. The Health at Hand service does not diagnose or replace your own GP. All calls to Health at Hand are confidential.

\*\*Phone lines are open 8:30am-5:30pm Monday to Friday. We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Hull and Humber Chamber of Commerce is an introducer appointed representative of AXA PPP healthcare Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The private healthcare insurance plans are underwritten by AXA PPP healthcare Limited. Registered office: AXA PPP healthcare, 5 Old Broad Street, London EC2N 1AD. Registered in England and Wales number 3148119. Write to us at: AXA PPP healthcare, Phillips House, Crescent Road, Tunbridge Wells, Kent TN1 2PL.



## Intelligencia Training Engage with GVC Group

**Specialist intelligence, counter-fraud and risk management apprenticeship training provider Intelligencia Training, have been commissioned by GVC Group to deliver intelligence training to delegates within a number of departments within their business. GVC Group operates in the betting and gaming sector. In the UK, their brands include Ladbrokes, Coral and Gala Bingo.**

The innovative intelligence analyst apprenticeship standard was developed in conjunction with a consortium of high profile public and private sector organisations to deliver formalised and standardised working practices relating to the way in which organisations gather, utilise and make decisions based upon intelligence and data. Delivering parity in skills with other sectors and organisations that Intelligencia Training engage with including Government agencies, Police forces, local authorities, the banking and insurance sectors, utilities providers as well as other gaming and gambling businesses the programme is utilised to within departments including intelligence, counter-fraud, risk, security, loss prevention, anti-money laundering and many others reliant upon intelligence and data. The programme will deliver a number of structured analytical techniques that allow analysts to become more effective, efficient and empowered within their various specialised roles.

Working closely with GVC Group's Apprenticeship Leads, Omari Harry, Stephanie Emmanuelle and a wide range of departmental managers a cohort of delegates was identified who work across various multiple facets within

the business. These ranged from anti-money laundering, responsible betting, security investigators and other analysts who will all be given the opportunity to work closely together during this apprenticeship learning programme. Intelligencia Training's mixed cohort approach has been delivering strong results within many sectors promoting inter-organisation, interdepartmental and inter-role sharing of intelligence and analytical processes.

Intelligencia Training's Commercial Director, Nick Atkinson, commented "The opportunity to work with another high profile organisation such as GVC Group is obviously fantastic for us. We have been working with other organisations within this sector as well as those that regulate the industry therefore the ability to share best practice should deliver strong results. From the onset, the support shown from senior management and line managers has been outstanding, they clearly understand the benefits that the intelligence analyst apprenticeship programme can deliver as well as the commitment and support required. It has been a pleasure working with Ladbrokes for a number of months to get us to the point where we have now commenced their learning journey"

GVC Group's Apprenticeship Lead, Omari Harry, commented "I am excited to be engaged with Intelligencia and Nick Atkinson on what should prove to be an exemplary opportunity to invest in our people. Furthermore, to invest using our apprenticeship levy with 'meaning and with long lasting effect' which is an ongoing theme in our wider Talent and Development Department.

Looking at the experience and impressive client list Intelligencia holds; moreover, the attitudes of Nick and his team toward excellence in delivery and 'the detail' I am filled with confidence that we will see positive change from this. As a company, being able at a minimum, to contribute to an example of great practice in developing people within our sector is always a win for GVC"

You can read more about Intelligencia Training and the programmes they deliver at [www.intelligenciatraining.com](http://www.intelligenciatraining.com).





# Cyber Security Partners Experience Excellent Growth

At Cyber Security Partners we have seen a significant upturn within the cyber security industry.

More organisations are taking the current environment to use their work from home / business continuity process and to review their security controls and as a result we are expanding.

Although normally based in Leeds in a large office environment, we are doing what many other companies up and down the country and working from home, but that has not stopped us trying to help out the local community whether by donating food to local homeless charities or hosting free educational 'What the flip is....' sessions .

Our social media and blogs have, during this difficult period, been focused on helping others in the same situation by offering WFH tips, how to spot scams and providing

learning resources for staff to follow at home to stay secure. We would like to take this opportunity to thank the Leeds Chamber of Commerce for being instrumental in sharing these tips.

Although we don't like being away from our CSP team, our staff wellbeing is a top priority so we have made it as simple as possible for our members of staff to Work from home and continue with their outstanding work. And, whilst we might not be able to enjoy the usual office banter, we have been holding virtual team meetings and quizzes – morale within CSP is high.

We strongly believe that this attitude towards our staff, continued contract growth, including a central government contract,

coupled with the support from the Leeds Chamber of Commerce has helped us reach a point where we are on the lookout for some excellent cyber security personnel to join our team and would like chamber members to get in touch.

Once again, we would like to thank all staff, our clients and the team at the Leeds Chamber of Commerce for being a part of CSP's journey.

Vacancies at CSP Partners (<https://www.csp.partners/cyber-security-vacancies/>)</link

Contact us at  
info@csp.partners

T: 0113 5323763

[www.csp.partners](http://www.csp.partners)



# New Members

## **Abatis Rire & Security Group**

Coleen Wright  
Grimsby  
01472 500836  
Fire & Security

## **Air Compliance UK**

Samantha Moore  
Scunthorpe  
0333 016 6601  
Compressed Air Quality Testing & Analysis

## **Euroka Consulting Ltd**

Mr Andrew Threfall  
Hull  
01482 651542  
Engineering Consultant & Sales Agent

## **Harding Holdings UK Ltd**

Peter Harding  
Southampton  
02380 382800  
Property Developers

## **Malloch Melville**

Mr Robert Hughes  
Beverley  
01482 864090  
Stockbroker

## **Tim Smith Marketing Ltd**

Tim Smith  
Gunneshill  
01724 784600  
Marketing & Communications

## **Trafalgar Pharma Ltd**

Rui Guo  
Kirmington  
01652 638338  
Pharmaceutical Wholesale



**Name:**

Matthew McSharry

**Company:**

Insight4Business

**Job Title:**

Owner and founder

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

When I was 12 years old I started my first business washing cars in the local neighborhood. I charged £1 for a wash & dry and 50p to clean the inside. I probably earned around £5 a week and this was back in the late 80s.

**What do you always carry with you to work?**

A smile. Wherever I am with work, this helps me start more conversations than any other tool.

**What is the biggest challenge facing your business?**

Getting time with the decision maker of a business. We have a great product, who wouldn't want to be the best supplier their customers have ever had?

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

Make the tax system fairer.

**What can you see from your office window?**

My lockdown view is towards the front garden which has pink roses, peonies, blue globe thistles coming into bloom and a few big red poppies.

**If you could do another job what would it be?**

Teach children. As a father of two young sons, Francis the eldest is ready to start school and I am aware of just what an important and responsible job this is.

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

My attention to detail, being able to relate to people whether they operate in the front or back office and seeing a job through to completion – with all the rough and smooth this entails!

**What was your biggest mistake in business?**

Early on my career I wanted to improve the systems and processes we all used and tell people how this was done. Unfortunately, I didn't get the buy in because I hadn't listened to how this impacted others. I didn't understand the importance of considering all stakeholder's viewpoints and taking the time to involve them in the process.

**What advice would you give to aspiring entrepreneurs?**

We have a core tenet at insight4business which is 'listen to learn' and this is it. You have two ears and one mouth, use them in that proportion.

**Who do you admire most in business?**

Taiichi Ohno. He was a Japanese industrial engineer and businessman. He worked for Toyota and developed the 'Seven Wastes' model which is a core academic approach to business improvement. He also generated the 'Ten precepts', to think and act to win. My favourite of these is, 'The workplace is a teacher. You can find answers only in the workplace.'



## Chamber Events Diary 2020

**St Leger Ladies Day with the Chamber**

Thursday 10 September 2020

Doncaster Racecourse

**Members' Speed Networking and Lunch**

Friday 25 September 2020

Beverley Racecourse

**Members' Speed Networking and Lunch**

Friday 16 October 2020

Forest Pines Hotel, Scunthorpe

**Members' Speed Networking and Lunch**

Friday 27 November 2020

Lazaat Hotel, Cottingham.

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

[www.hull-humber-chamber.co.uk](http://www.hull-humber-chamber.co.uk)

**be** everywhere



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# DRIVING YOUR BUSINESS TO RECOVERY

As the lockdown starts to ease, Driver Hire Grimsby and Scunthorpe is your ideal partner to offer a flexible workforce to help grow your business.

The UK's largest specialist logistics industry recruiter dedicated to delivering the highest possible standards to you, both in the service we provide to you and the candidates we supply

To explore how we can help your business recover call the team on **01472 357171** or email us on **[grimsby@driverhire.co.uk](mailto:grimsby@driverhire.co.uk)**

