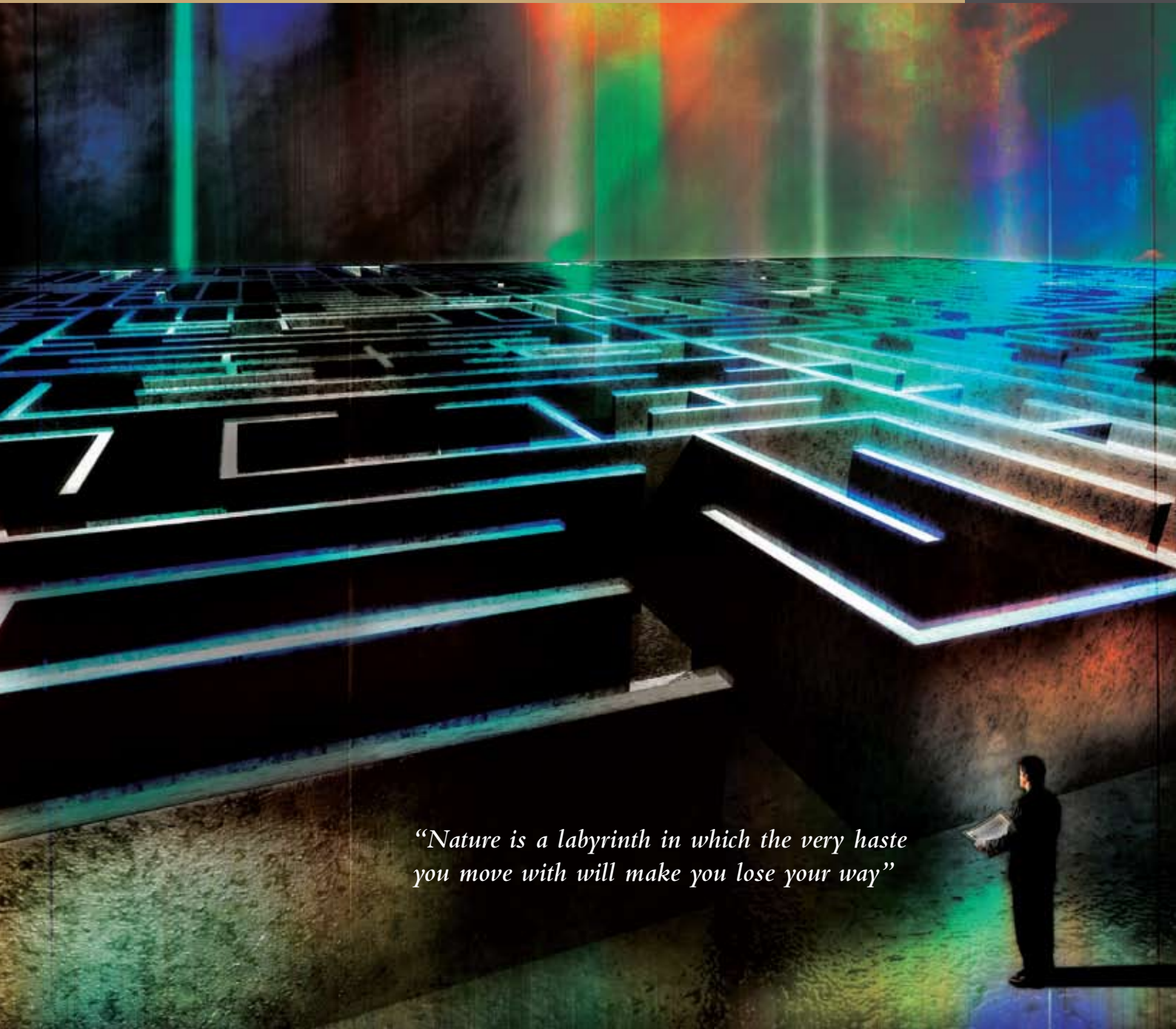


BUSINESS INTELLIGENCE

The Magazine of Hull & Humber Chamber of Commerce

April 2011

Issue 01



*“Nature is a labyrinth in which the very haste
you move with will make you lose your way”*



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HULL & HUMBER
Chamber of Commerce



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NORTHERN LINCOLNSHIRE AREA

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TOURISM GIVEN A BOOST BY HIT BBC TELEVISION SERIES

The East Riding could be set to experience a tourism boost after it became the back drop for the latest BBC television drama.

Winifred Holtby's most famous novel 'South Riding' is the tale of ambitious headmistress Sarah Burton, played by Anna Maxwell Martin, returning to her home town.

The fictitious county of 'South Riding' is based on the East Riding of Yorkshire and scenes were filmed on location at several sites in around East Riding, including the beach at Bridlington.

NEW CHAMBER PRESIDENT

A new President took the reins at the Chamber's AGM on 4 March. Howard O'Neill, Director of consultancy Customer First, will be President of the Chamber for the next year. He will chair meetings of the Chamber's Board and Council and represent the Chamber at a variety of internal and external meetings and events.

Howard will be supported by new Vice President Matt Jukes, ABP's Port Director for Hull and Goole, and succeeds outgoing President Captain Russ Garbutt of CILT.

At the AGM Howard thanked Russ on behalf of Chamber Members for his hard work over the past year, and presented him with two books and a bottle of port as a token of our appreciation.

Russ will remain on the Chamber's Board to support Howard, and will be joined by two new directors: Phil Ascough (XD Network) and Owen Finn (Premier Engineering). The Chamber Board is responsible for the running of the company and its strategic direction. It is made up of Members elected every year at the AGM, plus Chamber Chief Executive Dr Ian Kelly.

Howard said: "After being involved with the Chamber since the mid-90s I feel greatly honoured to be President of what I regard as being one of the best Chambers of Commerce in the country. I'm really looking forward to the year ahead working with the Chamber team for the benefit of its Members and the business community in the Humber region."

Russ Garbutt said: "It has been a very eventful and testing year with many changes from central

government affecting businesses all round. The Chamber has attempted to deal with the many issues emanating from these changes for the benefit of its business Members and the region as a whole. There have been some disappointments but we trust that we can eventually resolve those in the fullness of time. We have also had some great successes which we all ought to be proud of in assisting the economic recovery of the area. I

would like to thank the Chamber Chief Executive Ian Kelly, his Managers and Staff for guiding and supporting me throughout the year and also the Membership for their positive encouragement. It will be a year I will remember as a great honour and privilege to have served in."



Russ handing over the chains of office to Howard

Photo: Sean Spencer/Hull News & Features

A PIECE OF LOCAL HISTORY RESCUED BY CHAMBER

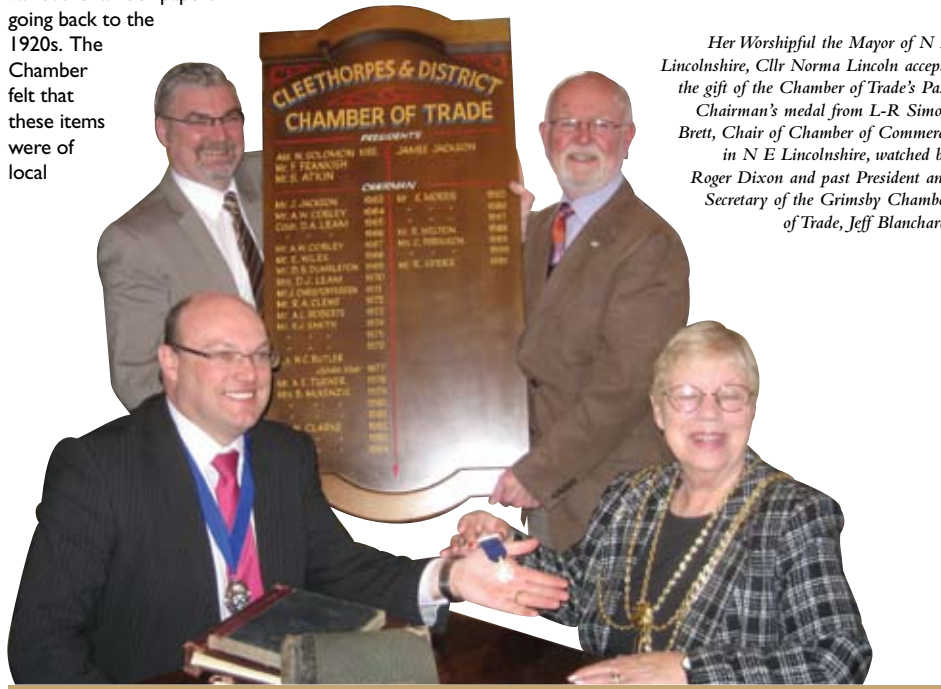
Chamber Chair in N E Lincolnshire Simon Brett recently took tea in the Mayor's Parlour at N E Lincolnshire Council's Town Hall, with Her Worshipful the Mayor, Cllr Mrs Norma Lincoln. Also present were the past President and Secretary of the Grimsby Chamber of Trade, Jeff Blanchard and Roger Dixon and Northern Lincolnshire Chamber Manager Anne Tate.

The event had been organised to hand over the Chamber of Trade Past Chairman's Medal, a wall plaque which had resided for many years at the Winter Gardens in Cleethorpes and various Chamber papers going back to the 1920s. The Chamber felt that these items were of local

historical significance and as such should reside for safe-keeping in the Town Hall's cabinets and Archive Department.

The medal had, as they say, 'a bit of history'. It had been 'lost' but came to light in an antique medals shop in Bridlington a couple of years ago. The antique shop contacted Roger Dixon who in turn notified the Chamber of Commerce office and it was subsequently purchased back and 'brought home'. It is made of 9ct gold with beautiful quality enamelling and is still in perfect condition. A little bit of local history rescued and now proudly on display in Grimsby Town Hall medals cabinet.

Her Worshipful the Mayor of N E Lincolnshire, Cllr Norma Lincoln accepts the gift of the Chamber of Trade's Past Chairman's medal from L-R Simon Brett, Chair of Chamber of Commerce in N E Lincolnshire, watched by Roger Dixon and past President and Secretary of the Grimsby Chamber of Trade, Jeff Blanchard.



BOOK YOUR STAND - CHAMBER EXPO 2011

The Humber region's largest annual business event, Chamber Expo 2011, is back for its fifteenth consecutive year and this year it will again be held at The Bonus Arena, Walton Street, Hull. This excellent venue is in the grounds of the KC Stadium. Once again all 100 Stands will be on one floor. There is also free parking for 1650 cars. This venue is ideal for Standholders and Visitors to interact.

Chamber Expo 2011 will be taking place on Tuesday 7th June from 12.00noon until 6pm and on Wednesday 8th June between 9.00am and 5.00pm. Once again Chamber Expo is part of The Business Week 2011. The Expo is a great opportunity to network with other businesses, to showcase your products and services and to gain future business.

This year, there will be speed networking sessions on both days and a lunch will take place on the first day.

Assam Allam, owner of Hull City AFC, will be performing the official opening ceremony and speaking afterwards at the Expo Lunch.

Chamber Expo 2011 is your opportunity to promote your products and services to a captive audience. We are expecting an attendance of around 2,000 local business people and others from far and wide.

There are still stands available to hire, with prices starting from £525 +VAT for the two days. To book a stand please contact Bruce Massie or Janice Harrison on 01482 324976, or email j.harrison@hull-humber-chamber.co.uk.

There are also various levels of Sponsorship still available at Chamber Expo 2011, including Networking Sponsor and Display Sponsor. The benefits of being a Sponsor for Chamber Expo 2011 include your company's name and logo being seen by tens of thousands of business people on promotional items, an article in Business Intelligence regarding your company's sponsorship and an exhibition stand in the main reception. For more information please contact Bruce Massie on 01482 324976 or email b.massie@hull-humber-chamber.co.uk.

RAMSDEN INTERNATIONAL SCOOP AWARD

Hull & Humber Chamber Members Ramsden International received recognition nationally at the 2010 British Chambers of Commerce Awards in London.

The company not only scooped International Business of the Year but were runners-up in the highest accolade presented on the evening, the Outstanding Business Achievement Award.

The Chamber raised £1415 for Homestart at the Chamber Bridlington & Wolds Business Awards 2010.



(L-R) Angela Cooper, Francine Tyler, Peter Crauford, all of Home Start' and Bruce Massie.



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Latitude Surveys is a Chartered Land Surveying Practice based in The East Riding of Yorkshire.

Each surveying solution can be tailored to meet your individual requirements, and with our attention to detail and dedication to customer care, you can be sure that Latitude Surveys will offer a professional, accurate and cost-effective solution to your projects' surveying requirements.

Latitude Surveys offers a wide range of surveying services to suit your individual requirements, these include:

- **Topographic Surveying** - Surveys for land developers, planning applications, local government schemes and flood risk
- **Boundary Disputes** - demarcation of private boundaries, investigation and boundary advice.
- **Engineering Surveying** - Setting out of roads, sewers, volumetric surveys and analysis, landfill as-built surveys and quarry stock checks.
- **Deformation Monitoring** - the design, installation and measurement of structural and ground movement monitoring systems.
- **Hydrographic Surveying** - surveys of inland water bodies such as rivers, drains and lakes / lagoons
- **Measured Building Surveys** - CAD plans of building elevations and internal room layout for planning applications and redevelopment.
- **GPS Control** - primary GPS survey control networks installed and measured to Ordnance Survey National Grid
- **Laser Scanning** - 3D capture of detailed data which can be presented as a movie with real-time photographs.
- **CAD Drafting and Plotting** - email your own plans through to be plotted at your required scale and size. CAD plans drawn for planning applications (extensions, loft conversions etc).



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CLEETHORPES TOWN F. C.

The Chamber was recently approached by Chamber Member Dave Mann of Patesons Glass to see whether we could support Cleethorpes Town Football Club in its bid to win the semi final of the Supplementary Cup in the Lincolnshire Football League.

Dave acts as Chairman of this family-friendly Club and does a magnificent job in steering it and their 24 teams (including lots of juniors) from success to success. The Chamber were therefore proud to act as match sponsors for the game. Despite a rainy afternoon and somewhat boggy conditions our local heroes, with a recent run of 10 winning games under their belts, played their way to a 3 - 1 victory over Swineshead Institute.

The Club are looking for local businesses to support them. Anyone interested should contact Dave Mann at david@jarsandbottles.co.uk

SPORTING AGENT.COM

Born and raised in the Appalachian Mountains of North Carolina, Bryan Nelson has been hunting, shooting and fishing all of his life, since the cradle. After moving to the UK, he began to establish a name for himself both in the catering and field sport worlds. For the past eight years he has established a superb network of fantastic contacts in the finest locations available for shooting and fishing.

Since meeting and subsequently marrying another field sports enthusiast Elizabeth, 13 years ago, they have built up an enviable contact base of gamekeepers and estate managers to work with. Not forgetting Danielle, Elizabeth's daughter, who has joined the company and now does their marketing and photography, together they make a great team.

With impeccable organisation, they offer the Sportingagent.com clients the best days' sport, whether it be deer hunting, fishing, or driven shooting, in locations across the UK, Europe and further afield.

Their philosophy is to provide the client with a memorable day's sport, by taking all the HASSLE of the organization and offering a bespoke service.

HULL BID SUPPORTS CITY LEISURE SECTOR WITH NEW DINE BROCHURE



L-R: Vanessa Tomlinson of The Wilson Restaurant and Kathryn Shillito of Hull BID.

Photo: Chris Owen from 0-Ten Photography

Hull BID has brought together 34 of the city centre's cafe bars and restaurants in one publication with the launch of its first dining out brochure - aptly named 'Eat, Drink, enjoy'.

The idea behind the publication is to let city workers, local residents and visitors to Hull know exactly what the city centre has to offer. A total of 20,000 copies will be distributed through the venues themselves, through hotels in and around the city and through Tourist Information Centres.

There may also be direct distribution to businesses and other organisations in the area, and with demand expected to be high there are already plans

for a re-print. In addition, the brochure will appear as a download on the leisure website established by Hull BID and the Bondholders Scheme at www.eatdrinkenjoy.co.uk

"This is part of Hull BID's work to draw attention to the city centre restaurants and cafe bars and help create a vibrant evening economy," said Kathryn Shillito, Hull BID City Centre Manager.

Jennifer Marshall, Marketing Coordinator who managed the project said: "Our research told us the main reason people were by-passing the city centre in the evening was that they didn't know where to go or what was available. We hope to resolve that by publishing and distributing this Dine Brochure."

NEW BOARD MEMBERS NAMED

Hull BID has announced the appointment of three new board members as it strengthens links with city centre businesses and Hull City Council.

The new recruits are Cheryl Kitching, who is the store manager at Marks & Spencer in Hull, Paul Gregory, owner of Leonardo's Bistro Bar in Princes Dock Street, Hull, and Jon Pywell, the City Council's assistant head of Economic Development and Regeneration.

GRIMSBY FISH MERCHANTS ASSOCIATION CELEBRATES ITS CENTENARY IN STYLE

On April 28th, 1911 a group of men sat down in a Grimsby office to sign a document creating a unique organisation calling itself the Grimsby Fish Merchants Association - or Grimsby FMA for short.

Now the FMA is celebrating its centenary. This resilient organisation has lived through two world wars, numerous recessions and crises within the fishing industry. There were times when it seemed it might not survive.

But survive it did - and today it remains one of the strongest trade associations in the Humber region. Perhaps its greatest achievement is that for 100 years and more its members have fed the nation in good times and bad with the finest food nature can provide.

Grimsby's fishing fortunes took off in the 19th century with the completion of two new rail routes, one to London and the other into Yorkshire and the industrial heartland of Manchester. This meant that fish landed at Grimsby could be transported very quickly and arrive at its destination relatively fresh.

The first fish dock was officially opened in 1856. The number of fish merchants grew to almost 1,000 between the wars. Grimsby Corporation granted permission to borrow £1,250,000 to build Fish Dock No 3 which opened in the 1934.

After the Second World War a group of pioneers who had seen American servicemen supplied with frozen fish, started to develop the freezing industry in the post war years. As the nation prospered in the 1950s more people began to buy fridges and freezers and an increasing number of fish merchants traded in both fresh and frozen fish. It also led to the birth of the frozen food industry with names like Birds Eye, Ross Group, Eskimo and Findus.

The fishing industry went into decline after the Cod War settlements in the 1970s led to the loss of fishing grounds around Iceland and Norway.

By the late 1980s the FMA lent its support to the construction of a new fish market which opened in 1996.

No-one can predict what the next 100 years will bring - but the port is determined that Grimsby will always have a vibrant fishing industry, supplying the nation with high quality seafood.



Playing a pivotal role at the heart of the FMA today is its chief executive, Steve Norton who has spent most of his working life in the industry.

He is the fish merchants' representative in Westminster, Brussels and Reykjavik, raising issues that affect his members and the wider fish processing industry. The FMA's 100 or so members have a combined turnover in excess of £50 million a year and they are also part of a unique settlement scheme which ensures suppliers are paid within a few days of delivering the fish.

Steve says the FMA is at the heart of Grimsby and its fish trade, adding: "Some things have not changed in 100 years. Our members are still working with a filleting knife over a tub of water. We are still dealing with a very perishable product that has to be handled carefully. Grimsby today probably still handles roughly the same volume of fish as it did in the 1980s. The difference is that it comes from other sources." He says Grimsby has the skills, the infrastructure through its cold storage, refrigeration and transport facilities to maintain its position as Europe's largest fish processing centre.

Barclays Corporate is supporting the Grimsby Fish Merchants Association who this year celebrate their centenary year. Barclays have played a key part in this story and have forged a relationship which now stretches back 100 years.

Every week Barclays supports the processing of payments through the Fish Settlement Scheme, which is a unique payment system allowing members to buy from the auction and ensuring the merchants are paid promptly.

To help celebrate this landmark, the Fish Merchants Association have collaborated with Barclays to produce a centenary book 'Feeding the Nation' which gives a broad history of the Grimsby Fish Merchants Association over the past 100 years.

The book is available from the Grimsby Fish Merchants Association offices, at Grimsby Fish Market, Fish Dock Road, Grimsby (Tel 01472 350022).

RAPIDSERV SAY 'LET'S TALK GAS SAFETY'?

Rapidserv are a family run business, having just joined the Hull & Humber Chamber of Commerce we are proud to be Members of such a fantastic group. We offer a full renewable gas, plumbing and electrical service to domestic and commercial customers throughout Hull and East Yorkshire. We pride ourselves in providing great customer care and our fully trained and qualified engineers are available 24 hours-a-day for emergency call outs.

As an established and experienced local business we are able to offer a comprehensive package of solutions covering installation, inspection, repairs and maintenance. Providing the quality, efficient and high value solution you are looking for.

Additionally we are pleased to be supporting Gas Safe Register's 'Let's Talk Gas Safety' campaign for the elderly. Your central heating is probably switched on – and whatever your age it's important to make sure this and all of your gas appliances are working safely and correctly.

Gas Safe Register is the only official list of gas engineers who are legally allowed to work on your gas boiler, gas cooker and gas fire. This list is there to help protect you from unsafe gas work. You might remember it used to be known as CORGI but now it's called Gas Safe Register. All gas engineers have to be Gas Safe registered by law.

Annual servicing and a gas safety check not only helps keep your heating and hot water working properly, it helps keep you safe. Rapidserv are offering a FREE gas safety test and certificate with every £60.00+vat* boiler service, an offer not to be missed! Can you afford not to ensure your property is gas safety checked???

Contact Rapidserv now for an appointment on 01482 842802 or visit our website www.rapidservuk.net



WILLIAM J. (BILL) HOPE M.B.E.

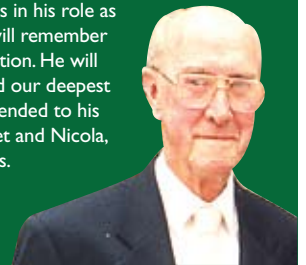
Just a few months after his 90th birthday, Bill Hope died at the end of February 2011. He will be remembered by many, both, within and outside the Chamber, for his always pleasant nature and readiness to help others. He joined the Chamber staff shortly after demobilisation from the Royal Air Force at the end of the Second World War and was its secretary before the title change to Chief Executive, which he remained until his retirement in 1985. That was a period when business was conducted at a much more leisurely pace than at present with problems quite different from today. At that time many major businesses had their headquarters in Hull and their leaders themselves had a much greater opportunity to become directly involved in Chamber activities.

Bill and I worked together for 23 years during a period when smaller companies continued to join together to provide greater strength for discussion and support in matters that affected them. At one time we were secretaries to more than 25 such associations. This could be particularly interesting when disagreement arose between them and we had to write sharply worded letters to each other or, even to ourselves, especially when we knew what the answer was going to be! Sweeping changes in the pattern of business life which started to become apparent in the early 1980's brought about the demise of many of these groupings by the time Bill retired. He was keenly interested in the history of the Chamber and wrote a booklet on this.

In his early days, Bill was a part-time teacher of shorthand at evening school and many local secretaries have him to thank for their skills which sadly are far less of a requirement nowadays. He was interested in education generally and especially in the Chamber's Henry Samman Endowment Fund which had been established to assist in sending young men, and later young women, abroad to study languages. Immediately after his retirement, Bill himself became Chairman of the Fund for a number of years. The Hull Junior Chamber was formed in 1948 and Bill, as well as being a founder member, was its first secretary. Amongst his other activities he particularly valued his membership and secretaryship for many years of a Hull Rotary Club and also his connections with Hull University as a member of their Council.

Following the death of Bill's wife, Margaret, and a subsequent illness he moved to live in the sheltered accommodation at Abbeyfield House, Leven, East Yorkshire. This coincidentally, was a property which in earlier years had belonged to a former President of the Chamber and which he had visited on occasions in his role as secretary. People will remember Bill with great affection. He will be sadly missed and our deepest sympathies are extended to his two daughters, Janet and Nicola, and to their families.

Derek Myers.



BUSINESS FINANCE SUCCESS

Finance Yorkshire aims to become a 'crucial component' for business growth specialists across Hull and the Humber.

The Fund can offer seedcorn, loan and equity linked investments, ranging from £15,000 to £2million to help small and medium businesses meet the gaps in funding they need for growth and development.

Seedcorn finance is available up to £780,000, business loans of up to £150,000 and equity-linked finance can be accessed in the £100,000 to £2m range.

Alex McWhirter, chief executive of Finance Yorkshire, said: "We have already provided a clear indication of how the Fund can play a key role in boosting economic growth in this region with the investments made in businesses since the launch of Finance Yorkshire last year.

"With £90million available to be invested over the next four years, the Fund is a real boost for many small and medium sized enterprises across Yorkshire and the Humber. We aim to create and safeguard almost 6,000 jobs and develop £602million of gross value added for Yorkshire's economy.

"A crucial component in this will be the support we receive from intermediaries such as accountants, business advisers and banks. I want to see Finance Yorkshire become a key partner, with these 'growth gurus' working alongside them, to identify potential businesses which need financial support to achieve their ambitions.

"These partnerships will be crucial in giving the financial market some much needed stimulation.

"Working closely with the banks our hope is to co-fund in some cases to help meet the gap in finance. This will open more doors for businesses, banks and Finance Yorkshire, giving the market a huge kick-start."

Finance Yorkshire is supported financially by the European Union. It has attracted £30million investment from the European Regional Development Fund (ERDF), as part of Europe's support for the region's economic development through the Yorkshire and Humber ERDF Programme, £15million from Yorkshire Forward's Single Programme, and £45million match funding from the European Investment Bank.



First  **Hull Trains**
welcoming you on board

Improving your journey

In the last nine months, we have invested over £2m to carry out extensive interior improvements to our trains, making the passenger environment you travel in more comfortable and user friendly.

All change

Carried out by train refurbishment specialists **Brush Barclay** who are based in Kilmarnock, these **fantastic improvements** are visible all around you, and mean our trains now offer the **highest quality experience** for our passengers.

We listened to you

We received some very **interesting feedback** from our customers and took **on board your comments** when planning our refurbishment. This included improving the **amount of luggage space** available for passengers, which you stated through our feedback

forms, was an important element that we needed to address. There are now also **power points** in all coaches, something which you said was important to you, and something we hope will make travelling with us more **convenient**, particularly for people wishing to **work whilst on the move**.

First Hull Trains

welcoming you on board

"These improvements have made a real difference to our trains and will hopefully make passengers' journeys more comfortable and enjoyable"

The new improved seating now boasts **more leg room**, designed to make longer journeys more comfortable and the new **leather seats in First Class** give a real luxurious feel.

At your service

We have also improved our **on board catering** with the re-introduction of **hot meals** in First Class and also a new range of **fantastic meal deals** in our Café Bar. Our new on board catering facilities make **servicing passengers** whilst on the move much easier.

You will also notice the **improved directional signage** throughout the train, which is designed to help you **find your seat** more easily, whilst also being **clearly visible** at night.



David Townend, Sales and Marketing Manager at First Hull Trains said: "These improvements have made a **real difference** to our trains and will hopefully make passengers' journeys **more comfortable** and enjoyable. We understand it's **small things** like this that make a **big difference** to travellers, even down to being able to buy **good quality food** on board rather than having to rush around at the station before travelling and being able to **find their seat quicker** when they join the train."

For information and bookings visit:

www.hulltrains.co.uk

or call First Hull Trains Business Travel:

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Free Wi-Fi coming soon!

We are delighted to announce the introduction of **FREE Wi-Fi** on our trains over the coming weeks. Ask on board for a copy of the **Wi-Fi user guide**. Wi-Fi is an increasingly popular technology which allows you to connect to the internet at **broadband speeds** whilst on the move on board our trains.

This is great news for business users and commuters as instead of being on the road or stuck in traffic, you can be **putting your time to much better use**.

Another fantastic benefit is that Wi-Fi allows you to keep up to date with travel news – so you can find out if your next connection is running on time or if your flight has been delayed.

All passengers can use this service for FREE.



Top of page: The luxurious new leather seats in First Class.
Below left: Standard class improved seating with more leg room.
Below right: Improved amount of luggage space available.





BEGBIES TRAYNOR - A LEADING PLAYER

With a reputation as one of the leading players in business rescue, recovery and related professional services, Begbies Traynor provides expertise in a range of specialisms.

The firm's Hull office, located in The Stables on Silvester Street, continues to grow and has established a strong presence in the city over the last three years, focusing primarily on restructuring and corporate and personal insolvency. The team is led by Andrew MacKenzie, a qualified accountant, and Philip Deyes. Both are licensed Insolvency Practitioners with more than 15 years' experience in corporate rescue and recovery, restructuring, personal insolvency, business investigations and review work in the local area.

As the recession has bitten, the firm's Hull operation has continued to forge close links with the local business community, including accountants, solicitors, finance brokers, banks and other lenders, to help to support and advise local firms. Begbies Traynor remains one of the few bank panel advisers in the Humber area.

If you would like to arrange a free initial consultation, please contact Andrew MacKenzie at andrew.mackenzie@begbies-traynor.com or Philip Deyes, philip.deyes@begbies-traynor.com on (01482) 483060.

HELPING EDUCATION AND BUSINESS BRIDGE THE SKILLS GAP

A recruitment consultancy based in Hull is using its expansion into the wider world of business to help candidates and clients in education raise their game.

The team at Hudson James Associates hope their background and contacts in a range of industries can drive development of further specialist sectors and support schools and academics in delivering young people equipped for the work place.

Under Managing Director Dan Spurr, Hudson James has branched out from its initial specialist field of education and added executive recruitment services for a variety of commercial organisations.

He said: "Setting up a commercial division has increased our awareness of how important it is for education to meet the needs of general business.

"A common concern among employers is that the education system is not producing enough young people who offer the right knowledge and skills in today's jobs market.

"We work very closely with all our clients to gain a complete understanding of their business requirements, and that helps us select and prepare our candidates to make sure we supply people who can really add value."

BRITCOM CELEBRATES 30 YEARS OF EXPORTING

Thirty years ago, Britcom International, the exporter of commercial vehicles opened its doors to the world for the first time.

Today, Britcom International is a highly successful global exporter of commercial vehicles and plant equipment, based at purpose-built facilities in Market Weighton, East Yorkshire with a Group turnover in excess of £30 Million.

Britcom International was the brainchild of the late Ray Urwin. As with any fledgling business, it was a struggle to begin with, but gradually, through tremendous hard work and dedication,

Britcom International started to grow and export sales blossomed in markets such as the Far East, Caribbean, Cyprus and Africa.

Several key staff came on board; Paul Mercer was one of them, and was instrumental in working alongside Ray to develop the business into what it is today. He continues providing that drive in his current capacity of Joint Managing Director.

Within a short space of time Britcom International outgrew its premises and relocated to larger premises. This allowed the business to move into other areas, such as parts and plant equipment sales.

The purchase of a local vehicle engineering business followed in 1992.

In 1996 Ray's son, Chris joined the business initially to assist in the expansion of the plant equipment division. Today, Chris, now the principal shareholder, shares the leadership role with Paul as the other Joint Managing Director. In July 2006 the very impressive purpose built 14 acre site was opened. Britcom now has nearly 100 employees within the group and continues to grow and develop markets at home and around the world.

FEARS OVER BUSINESS RATE RISE IN APRIL

Chamber officials have continued to lobby the Chancellor of the Exchequer to stop a planned rise in business rates charged on empty properties in the Budget.

The current temporary increase in the threshold for Empty Property Rate Relief to £18,000 was introduced in the Pre Budget Report in 2009, to help businesses through the recession and was extended for a further year in March 2010. However, the Government indicated in December that it would not continue the extra relief and the threshold would fall back to £2,600 – meaning only the very smallest properties would be covered and many other businesses would be forced to pay the tax. The Government estimates the annual cost to business at £400m.

The Chamber worked with the British Chambers of Commerce to lobby the Chancellor to continue the relief at the current level ahead of the Budget in March. Reducing the relief available would hit companies providing small commercial units, including start-up businesses, the hardest. If these are no longer available it will be harder for new businesses to base themselves in this area.

Richard Kendall, Head of Policy & Communications at the Chamber, said: "This is a policy designed for the South East but it hits the North the hardest. Occupancy rates here are generally lower and the pool of potential occupiers is smaller. If a unit is empty the owner is losing money, so if it could be let it would be.

"This extra tax will threaten to put some providers of small units out of business and may force up rents for existing occupants. It will also discourage speculative development and make it harder for start-ups to find premises."



WIND FARM PLAN WELCOMED



The Chamber has welcomed plans for a new wind farm off the coast of the Humber.

Eon announced that it plans to build a 230MW wind farm off the Humber Coast, which would generate enough electricity to power up to around 150,000 homes.

Local companies will be able to bid for work during construction and for the maintenance of the turbines.

Chris Huhne, Secretary of State for Energy and Climate Change said: "Offshore wind not only

provides clean, green, secure energy, the investment that comes with it is great for the UK economy too.

"A new wind farm off the Humberside coast will be a further jobs and investment boost for the region, hot on the heels of Siemens' announcement of plans to develop the Port of Hull."

The announcement came during the Offshore Wind Developers Forum, where leaders in this field discussed how the Government's proposals for reforming the electricity market can help remove barriers to investment.

CHAMBER GIVES EVIDENCE AT INQUIRY

The Chamber's campaign against the Humber Bridge tolls continued when it gave evidence at a public inquiry into the latest proposed increases in the tolls.

In its submission the Chamber called on the Secretary of State for Transport, who makes the final decision about any toll increases, to explore alternative options, rather than agree to an increase now. Under the Humber Bridge Act the Minister is required to consider applications objectively and not

be 'unduly influenced' by the debt owed to him.

The Chamber argued that the current priority must be the economic viability of the Humber and the contribution it can make to the UK's recovery, rather than a short term increase in repayments.

The outcome of the inquiry will be known later this year. In the meantime the Chamber is continuing to work with local MPs and council leaders to lobby for a long-term solution to the tolls.

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The Pavilion Suite offers couples the unique opportunity to hold their wedding ceremony outdoors alongside a tranquil freshwater lake. This south facing Suite will be available in 2012 and is already a huge hit with many couples who want something that's extra special.

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UN & EU SANCTIONS ON LIBYA

The United Nations and the European Union have both imposed sanctions on Libya, in view of the continuing unrest there. The Export Control Organisation has issued the notice below to exporters detailing the sanctions imposed.

Details of sanctions on Libya

In response to the situation in Libya, which has been widely reported in the press, the European Union has imposed an arms embargo. Details are available in **Council Decision 2011/137/CFSP** (published in the Official Journal of the European Union L58, 3.3.2011, p53).

The European Union has also issued a new associated Council Regulation which details additional restrictive measures. For more information download – **Council Regulation (EU) No 204/2011** (published in the Official Journal of the European Union, L58, 3.3.2011, p1).

These European Union sanctions have been imposed following a unanimous decision at the United Nations Security Council to impose sanctions on Libya. Details of the restrictive measures imposed by the UN are published in **United Nations Resolution 1970 (2011)**.

The EU Council Decision imposes an arms embargo, a ban on internal repression equipment, as well as restrictions on the admission and freezing of funds and economic resources of certain persons and entities involved in serious human rights abuses against persons in Libya. The EU Council Regulation provides further details about the scope of the sanctions imposed. It also includes:

- a list of equipment that could be used for internal repression (Annex 1)
- a listing of persons, entities or bodies referred to in Article 6(1)

- a listing of persons, entities or bodies referred to in Article 6(2)

These sanctions came into force with immediate effect as of 3 March 2011 and are directly applicable in UK law.

Impact on issuing of export licences to Libya

All export licences are considered on a case-by-case basis in relation to the Consolidated EU and National Arms Export Licensing Criteria, in light of EU and UN sanctions, the prevailing circumstances at the time of application and the proposed end-use. For details of the Criteria see: www.businesslink.gov.uk/exportcontrol/criteria

In line with standard export licensing procedures, ECO has already revoked several export licences for a range of goods that could be used for internal repression where the proposed export is not consistent with the Consolidated Criteria.

Decisions to revoke other licences, will be taken on a case-by-case basis, if necessary.

The ECO is in the process of reviewing any Open General Export Licences where Libya is listed as a permitted destination. A separate notice will advise exporters of any changes to relevant OGELs.

If you are intending to export to Libya, you should keep well informed of the current situation through the media and other information channels. All future export licence applications will be considered in relation to the terms of the UN and EU imposed arms embargoes. Export licences will not be issued unless they fit one of the exemptions set out in the embargo (for example if the export is humanitarian or for UN peacekeeping).

Further information about export controls

Further details of sanctions are published on the FCO website at www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/export-controls-sanctions/country-listing/ and on the Businesslink website at: www.businesslink.gov.uk/exportcontrol/embargoes

For further details of strategic export controls please contact: Export Control Organisation Department for Business, Innovation and Skills, 1 Victoria Street, London SW1H 0ET

Tel: 020 7215 4594 Fax: 020 7215 2635

Email: eco.help@bis.gsi.gov.uk

This notice is for information purposes only and has no force in law. Please note that where legal advice is required exporters should make their own arrangements. If the Notice is relevant to your exports, you are recommended to take appropriate action as necessary. You are also advised to keep a copy of this notice for your compliance records.

EXPORT DOCUMENTATION REMINDERS

1. the units of weight/measurement should be included on all documents to be certified
2. EUR1 – sections 2 and 3 MUST be completed. Section 2 must have one of the declarations as per Chapter 11 of Customs Notice 827.
3. e-Cert eXpress – when inserting the certificate number, please enter the full certificate reference number which includes the letters, e.g. PA123456.

GOOD TRAVEL MANAGEMENT PARTNERSHIP

Leading travel business Good Travel Management has signed a landmark partnership agreement with Hull and Humber Chamber of Commerce aimed at boosting imports and export to and from the region.

Under the agreement, the travel firm and the Chamber's International Trade Centre will jointly arrange a programme of trade missions over the next 12 months, with initial destinations of China and Poland on the cards.

Good Travel Management, which has offices in Hull, Grimsby and the West Midlands, was chosen to partner with the Chamber because of its expertise in global travel and track record of delivering complicated trade missions successfully.

Last year the business organised a mission to the Agribusiness and Supply Chain trade mission and exhibition in New Delhi and Chandigarh – on behalf of the UK India Business Council (UKIBC) – which was sponsored by Hull and Humber Chamber of Commerce.

Pauline Wade, director of international trade

at the Chamber, said trade missions were an excellent way of raising the profile of the Humber region on an international level.

She said: "This is about international trade, not solely exports. It's about getting more goods out of the region, but also bringing more goods into the region through the ports.

"Business people are best placed to achieve this. They are the best people to market the region because when they travel abroad they speak so enthusiastically about it.

"The fact is, no matter where they are from, business people like talking to each other, and we want to tap into that to sell the Humber region across the globe."

She added Good Travel Management was the Chamber's natural partner to help them roll the scheme out.

"The Chamber has had a good relationship with Good Travel Management's parent company John Good Shipping stretching back to the 1970s when Edward Good was president," she said.

"But the partnership agreement puts that relationship on a more formal basis, which is good for both organisations and the region as a whole. It is a great example of private sector business working in partnership for the greater good of the Humber region."

Kevin Harrison, Associate Director of Good Travel Management, said they were aiming to organise five or six trade missions over a 12 month period.

He said: "Running trade missions is something we have specialised in for a number of years so we have a lot of experience to bring to this initiative.

"Good Travel Management has been trading from Hull for more than 120 years and John Good Shipping for nearly 180. Therefore it is imperative to us that the region has a strong economy so we can continue to build on that heritage and success and we, and the Humber, can flourish.

"Being involved with the Chamber in this way helps us to contribute to achieving this."

e-FACTOR - EXPERTISE IS ALL PART OF THE PACKAGE



Starting a new enterprise is exciting and nerve wracking in equal measure. Having done all the legwork, to turn that idea or that dream into reality, the real hard work starts. Getting your business located in the right place with the right facilities can make the difference between success and failure in those important early years.

e-factor have one thing in mind, to make sure local businesses have help and support when they are in their first few years of trading, and we do that partly through professional and modern incubation facilities. Business incubation is relatively new to North East Lincolnshire, but has been the making of many successful businesses across the country.

Business Incubation works on a simple idea that when a business person is starting out, they need to spend every waking moment developing and selling their product or service. Yet starting up an enterprise, locating then moving into premises can be a time consuming process. Sorting out long leases, often requiring a deposit, redecorating or refurbishing to suit the needs of the business arranging reliable IT connectivity such as broadband, telephone and locating the cheapest parking available, can all take a lot of precious time and patience to sort out.

e-factor incubation aims to take all that worry and hassle away, as well as provide support and advice throughout.

The enterprise village is the latest development in e-factor's incubation facilities and represents one of the biggest commercial developments in Grimsby for over 20 years. It offers a variety of accommodation from outstanding office space, in

a variety of sizes, through to modern light industrial units with office space. The accommodation is some of the best in the area but it is the added value that makes e-factor incubation special. Rented on 'easy in easy out' terms, every office or unit is already connected with utilities, fast speed broadband and telephone connections. The Managed Office Space is equipped with furniture making it possible to walk in, plug in your computer and start 'trading' immediately.

There is ample parking and serviced reception facilities as well as a number of meeting and conference rooms that are available to hire, particularly useful if you wish to meet customers, do a presentation or hold a meeting.

The most important benefit, however, is that every e-factor tenant will be provided with a dedicated, nationally accredited Business Advisor, to give you advice and guidance when you need it, or simply to give you an objective opinion on the challenges and opportunities that will come your way.

e-factor believes every local business person should be given support they need to make their business a success, and that support can be found in abundance at the e-factor enterprise village.

REVEAL AS A SOCIAL ENTERPRISE

Reveal is a social enterprise. We strive to be a sustainable business with a social mission. Our business is used as a means to help dyslexic people achieve. We reinvest our surpluses to fulfil our social objectives and in doing so, combine the entrepreneurial and business skills with our philanthropic mission characteristics as a not-for-profit organisation.

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- To raise public and professional awareness of the nature and incidence of dyslexia and specific learning differences.

- To enable others (teachers, parents and professionals) to help dyslexic individuals and those with specific learning differences.
- To assist and elicit financial and other support for people with dyslexia, those with specific learning differences and their families.
- To promote and carry out local research into dyslexia, specific learning differences and to disseminate results.
- To network with other organisations in the United Kingdom to bring best practices.

At Reveal, we have a wide range of Specialist Services, including some unique assessments, offering practical support for anyone with complex or multiple barriers to employment. Reveal specialises in enhancing the skills, progression and employability prospects of individuals not previously engaged in education, employment or training.

For further information, please contact Carl De Lacy at carl.delacy@reveal-dyslexia.co.uk

MYTON LAW ADVISES ON INCOTERMS CHANGES

New Member Myton Law worked with the Chamber to brief Members on the revised Incoterms at a recent Chamber World Trade @I seminar. Thirty delegates heard how the updated international trade terms, which came into effect at the start of the year, affect businesses.

Myton Law established itself as the region's first specialist shipping, transit, insurance and international trade law firm in January 2010. Headed by experienced shipping and insurance lawyers Scott Yates and John Habbergham, Myton has offices at The Deep Business Centre, Hull.

The Myton Law team includes lawyer and former ship's engineer Iain Butterworth, who advises on engineering disputes.

"We provide a pragmatic, competitive legal service for businesses involved in shipping, distribution, insurance broking, engineering and international trade," explained Scott Yates. "We are proud to be based in Hull advising businesses in the region and pleased to have been able to support the Chamber by presenting the Incoterms briefing."

Myton Law is offering the first five Chamber Members to contact them a free one hour review of their sales and purchase documentation with critique highlighting the implications of the revised Incoterms. Call John Habbergham at Myton Law on 01428 382080.

www.mytonlaw.co.uk

T & C's: SWORD AND A SHIELD

Regardless of the main thrust of your business, it is always advisable to have in place contracts between yourself, your suppliers and customers.

Even if you fail to write down the terms of your agreement, it must not be assumed that there is no contract at all. Usually there is but its terms will be determined by a complex system of legal rules. It is therefore crucial that a company's terms of business are not only set out but that they adequately define how the contract is to be performed.

All too often, directors neglect to pay adequate attention to their company's terms of business and this aspect comes into focus only when a problem has arisen. However, well defined terms and conditions can be a sword as well as a shield.

The incorporation of standard terms and conditions of trading at the outset of the business transaction remains the surest way to ensure that these form part of the contract.

It is advisable that a company's terms are reviewed annually by a specialist commercial lawyer and certainly each time new services or product ranges are added to its current offering.

Equally important is to ensure that sales staff are properly trained and all other staff are alerted to the importance of the company's terms and conditions of business.

Uche Akali of Hallmark Solicitors can be contacted on 01482 616616 or at uche.akali@hallmarksolicitors.com

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SEAFARING SUCCESS AT ANNUAL DINNER

The Chamber's 174th Annual Dinner took place at the Willerby Manor Hotel on Thursday 10th February. Three hundred guests attended the black-tie evening. The Dinner featured a sea-faring theme. This was due to the fact that the Chamber's President for 2010 – 11, Russ Garbutt, spent many years in the British Merchant Navy and as Captain of the P & O Ferries Norland, Norway & Pride of York.

Guests arrived for a pre-Dinner Champagne reception, served by the Hull Sea Cadets in full uniform. After the Toastmaster's call, they then sat down to a superb meal of Master Mariner's Prawn Cocktail, The Cabin Boy's Beef Bourguignon and a dessert of The Bosun's Bramley Apple Pie. The guests then enjoyed Captain's Coffee and Quartermaster's Port. Bishop Burton College floristry department provided the superb table decorations.

Excellent entertainment, with a maritime theme, was provided throughout the evening by Shep

Woolley and Hissy Fit, both well known in the world of Sea Shanty festivals. 'Lord Nelson' attended in the form of Beryl Whipp of the Jubilee Sailing Club.

After Dinner, Russ Garbutt spoke about his year as Chamber President and gave his view of the future for the Chamber and commerce and industry in the region.

Then the microphone was taken by Michael Crick, journalist and political editor of Newsnight. Michael gave a hugely entertaining and insightful view of his work in the world of politics and journalism, with some very witty anecdotes. The speech was warmly received by the guests.

The Chamber would like to place on record their gratitude to the Sponsors of the Dinner, Associated British Ports (highlighting their proposed Green Port Hull development with Siemens), Young's Seafoods and Saville Audio Visual. The support of the Sponsors enabled the Chamber to host a very successful Annual Dinner.

A collection raised over £1700 for three charities, Humber Rescue, Hull Sea Cadets and the Jubilee Sailing Club, all in keeping with the evening's seafaring theme.

A splendid evening was had by all – organisation of the next Annual Dinner on Friday 27th January 2012 is already underway. Please contact Bruce Massie on 01482 324976, or at b.massie@hull-humber-chamber.co.uk for information.

1. L-R Chamber Staff Bruce Massie, Maddie Childs, Janice Harrison & Hannah Crookes
2. Rev. Richard Frith & Simon Clarke from Young's Seafood's Ltd
3. Matt Jukes (Associated British Ports), Carol Thomsett & Michael Crick
4. L-R Councillor Matthew Grove, Ian Kelly, Julie Kenny (Yorkshire Forward) & Phil Ascough (XD Network)
5. L-R Ian Kelly & Michael Crick
6. Gill & Russ Garbutt

Photographs courtesy of Hull News & Pictures www.hullnews.co.uk

BUSINESS KNOWS NO BOUNDARIES

Our Chamber recently joined forces with the Lincolnshire Chamber of Commerce for a joint networking exhibition and lunch, the first time the two Chambers had come together. The event was a roaring success with 190 delegates attending the event at Member venue Forest Pines Hotel & Golf Resort and a waiting list in operation. All 25 stands at the exhibition held prior and post lunch also sold out.

Ian Kelly, CEO of the Hull & Humber Chamber, addressed Members before lunch and said "The

two Chambers are doing a joint event because business knows no boundaries. Although we are more of an industrial Chamber in the Humber and they are more of an agricultural Chamber we have a lot of common ground". The event was jointly sponsored by HBP Systems and Totem Training. A drinks reception was kindly sponsored and hosted by Forest Pines Hotel & Golf Resort.

Given its success the event will be repeated in the autumn, this time holding the event in the Lincolnshire Chamber's patch. More details will follow shortly.



L-R Joanne Hill, Sponsor, HBP Systems Ltd; Chris Brown - Lincolnshire Chamber; Simon Brett, Chamber Chair N E Lincolnshire and Deputy Port Manager ABP Grimsby & Immingham; Russ Garbutt, then President - Hull & Humber Chamber of Commerce

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CHAMBER GOOLE AND HOWDENSHERE BUSINESS EXCELLENCE AWARDS

Over 200 business people ventured to Cave Castle Hotel and Country Club on Thursday 3rd March and were treated to a fantastic evening to celebrate business excellence in the Goole and Howdenshire area.

The evening started with a champagne reception, before all guests were called through to the Balmoral and Sandringham Suite. Then came a 'welcome' speech by Garrey Haase, Chair of the organising committee, followed by an excellent three-course meal. The BBC's Harry Gration compered the ceremony itself, with short videos of each entrant in the various categories being shown.

A large number of companies were nominated or entered on their own behalf, which indicates a significant and encouraging level of confidence amongst the area's businesses.

The judges had an extremely difficult task in deciding which companies should be the winners in each category.

The Awards were Sponsored by numerous companies, without whom such a successful and glittering evening could not have been organised.

The Chamber is very grateful to these companies for their valuable support. A special thanks also to Goole High School, whose students and staff created the videos relating to each participant's entry, plus the evening's programme of events.

For further information about the 2012 Chamber Goole and Howdenshire Business Awards, please contact Janet Mellor at Danbrit Shipping Limited, telephone 01405 720220, fax 01405 769107, or email janet.mellor@danbrit.co.uk



Overall Winners Henriksens
Photos courtesy of Rebecca J Skerne, Rebecca Jane Photography

CHAMBER AGM LUNCHEON



L-R Russ Garbutt (Past President), Ian Kelly, Karl Turner MP, Martin Wilson (Graham & Rosen) Howard O'Neill

The Chamber held a Members' Network Luncheon and Speed Networking at the KC Stadium on Friday 4th March. The Chamber's Annual General Meeting took place in the morning (see Policy Pages) at which Howard O'Neill was elected Chamber President.

The Speed Networking session, held prior to the Lunch, was as popular as ever, with 60 Members attending. This event again proved to be a 'fun' and very effective way of building up business contacts, each delegate gaining around 20 new contacts in four-minute meetings.

After the Speed Networking, Members had around half an hour of relaxed and social networking before more guests arrived for the Luncheon. The Luncheon

attracted nearly 100 Members, who enjoyed a fine meal and handed out their business cards, each giving an informal overview of their business on their tables. The Members were addressed by guest speaker Karl Turner, MP for Hull East (again, see Policy Pages).

The event was kindly sponsored by Graham and Rosen Solicitors who are one of Kingston Upon Hull's most well known and respected Law Firms. Their main office is located in Hull City Centre in close proximity to the local Courts and Tribunals.

The firm pride themselves in providing a high quality, cost efficient and complete legal service. They are continually investing in up-to-date technology to ensure that the company has all the tools necessary to deliver a first class, stress free service. Graham & Rosen Solicitors in Hull have specialist departments and provide a fully comprehensive legal service covering all areas of law.

The Chamber is indebted to Graham and Rosen, and in particular to Managing Partner Alex Green, for their support, which helped significantly in the hosting of a successful event.

For information about future Members' Network Luncheons and Speed Networking events, for the north bank please contact Janice Harrison on 01482 324976, j.harrison@hull-humber-chamber.co.uk and for the south bank contact Anne Tate on 01472 342981 or at a.tate@hull-humber-chamber.co.uk

GOOLE AND HOWDENSHERE AWARD WINNERS

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Sponsor: Associated British Ports

The Jug & Bottle

www.jugandbottle.co.uk

Contribution to the Community (3rd Sector)

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“Things have been turning around for nine or ten months. 2010 was a good year for us and we are seeing a steady three to four per cent growth.”

The Changing World of the Humber

Matt Jukes Director, Associated British Ports

Not surprisingly, it does not take long when talking to Matt Jukes for conversation to turn to the most exciting development in the Humber's recent history - the plans which will see Siemens establishing a major wind turbine manufacturing centre on the banks of the river.

However, for Matt, his original working association with the Humber was less to do with turbine manufacture and more to do with the mysteries of the waters of the river.

Having initially served in the Royal Navy, he was appointed by ABP in 1994 to carry out hydrographic surveys, the science in which he had been trained. The river certainly gave him plenty to do.

He said: "The Humber is a dynamic river and its channels constantly change, moving from one side of the river to the other the further west you go of the Humber Bridge. To the east, out towards Spurn, it is more stable the wider the estuary becomes but towards the west it is dynamic."

Understanding, and charting, the river's movements is more than a scientific exercise. Matt said: "An important part of what we do is piloting vessels in and out of the Humber and we have to understand the way the channels behave.

"Forty thousand commercial shipping movements go in and out of the Humber every year and 25,000 of these have to be piloted. Our pilots have about 100 different charts which they can use and we own and operate several survey vessels."

In time, he moved away from hydrography and into other areas of the company until securing one of the top jobs as Port Director for Hull and Goole. As Director, he has seen the port come through one of the deepest recessions the country has seen but feels that better times lie ahead.

He said: "Around fifteen per cent of UK shipping traffic goes in or out of the Humber so it is a good barometer for UK plc. We first saw the impact of the recession in late 2008 and we saw about a 15-20 per cent drop in shipping. However, not every sector was affected. We have always avoided putting all our eggs in one basket so we serve a variety of sectors. As the retail trade was hit, so other sectors fared better. For instance, coal, which is brought in for Drax and

Ferrybridge through the terminal operated by Hull Bulk Handling, kept at a good level.

"Things have been turning around for nine or ten months. 2010 was a good year for us and we are seeing a steady three to four per cent growth. Clients are showing more confidence as well and are more prepared to commit to long-term agreements.



"We are also expanding. We have developed new facilities for Frontier Agriculture, for example."



However, the biggest expansion was driven by the need for greater renewable energy and it means that ABP is no longer looking to go ahead with the plan for a new Container Port on the Alexandra Dock riverside.

The reason is the emergence of the much-heralded link with Siemens. The company and Associated British Ports recently announced that they have signed a Memorandum of Understanding in connection with ABP's proposed Green Port Hull development at Alexandra Dock, Port of Hull.

The parties have agreed to work together to develop plans for the construction of a new Siemens offshore wind turbine manufacturing and export facility at the Port.

Matt said: "The timing was right for us. The Government has indicated that it wants to see the amount of electricity generated from renewable sources go up from four per cent to 15-20 per cent by 2015. We had the berth and the land that Siemens needed and can deliver it in the very short time required.

"If you look at the Container Port plan, that would have created around one hundred jobs. If you look at the Siemens plan, it would bring around 800 direct jobs. However, the estimate for the Siemens development is that it will create 4,500-5000 jobs overall when the wider supply chain of indirect jobs in the city and region are taken into account.

"Part of this is the creation of a cluster. You will have the Siemens nacelles manufacturing plant but the idea is to attract other companies to adjacent areas. You might have a blade manufacturer, or a tower manufacturer, and there is land, which either we own or Hull City Council owns, that can accommodate them. It is important that they are near the port so that they have access to the export facility and they can all be based in the same vicinity. The idea is to have a production line.

"They key to this is that wind turbine manufacturers need quick speed to market with the technology changing so much. We have to have this manufacturing plant operational by 2014."

Matt, who recently became Vice-President of the Hull and Humber Chamber of Commerce, said: "This is not just about the port benefiting but the whole city and Humber region will benefit as well. Hull City Council estimate that 5,000 people already come to work at the Port and the companies along the river, the likes of BP, but that about 15,000-20,000 jobs rely on it."

Making Sense of the Labyrinth

finding success in public sector procurement

Despite the strain on public sector budgets, they still represent opportunities for businesses prepared to put in the preparation work; organisations may be cutting back but they are still spending.

However, anecdotal evidence suggests that many businesses baulk from pitching for such contracts because they regard the process as too daunting. The message from those involved in public sector procurement is that such a view can be a mistake even in times when public sector budgets are being squeezed.

According to Mitch Upfold, Hull 2012 Development Manager in the Economic Development and Regeneration department at Kingston upon Hull City Council, it is important that businesses learn about the system if they are serious about pitching for such work.

For Mitch, the London Olympics next year present opportunities, even for businesses away from the Capital.

He said that any business is interested in bidding for supply chain/contract work, either individually or as part of a consortium, must first register on the 'Compete For' website, an on-line programme acting as the 2012 business brokerage service linking up the supply chain between buyers and potential suppliers. The system is linked to Business Link Yorkshire to enable businesses to gain the support and advice they require in order to be named as 'Fit to Compete'.

It is certainly working for some Hull businesses. Mitch said: "Hull has consistently had 5% of the total registrations in Yorkshire and Humber, which totalled 6,315 at year end. However, a slightly higher percentage of Hull businesses have won contracts at 7% of the regional total."

Businesses can also obtain support and help via the Yorkshire Gold Business Club (YGBC), which aims to increase awareness of contracts opportunities, and will assist individual companies and collaborations through the tendering processes, including through networking events.

Mitch believes that becoming involved has other benefits, adding: "The key thing is that the skills needed to bid and the information required by

Procurement Alliance North and North East Lincolnshire Council are staging two events giving companies information on selling to local authorities. They happen on:

March 21
Council offices, Scunthorpe - morning

March 28
Council offices, Grimsby - morning

More information is available from Jason Whaler, Strategic Procurement and VFM Manager at the council. The main council number is (01472) 313131.

Compete For are also usable when bidding for any public sector contract. So it isn't a waste of time for businesses and may help develop their internal skill sets when bidding elsewhere and the help and networking opportunities can only help."

One of the sectors hoping to benefit when Britain dominates world attention next year is tourism and Mitch said: "In addition to tendering for work in London there is potential for tourist businesses. Our approach is to ensure that local tourism businesses are informed about the opportunities available to them, exploit displacement tourism opportunities for conferences and visitors during the Games and gain maximum media coverage by using iconic imagery and quality product.

"We are also working to maximise visits in connection with 2012-related events, provide support to tourism businesses to help them prepare for and make the most of the opportunities the Games present and work with Visit Hull & East Yorkshire, Welcome to Yorkshire and Visit Britain, to increase the exposure of Hull & East Riding key markets."

To support the work, a working group was set up involving a mixture of local public organisations and companies to identify opportunities. Mitch said: "We are seeking to create a relevant tourism product and then to target an offer to potential sports tourists from Germany, Belgium and Holland who

are anticipated to utilise P&O Ferries to enter the country in the run up to July 2012. For example discounted travel, accommodation, access to facilities and shopping discounts will be offered."

One of the business people who can see the sense of pitching for contracts across all public sector areas is John Britton, managing director of BCG Bridgepoint Limited, which was established to help businesses make sense of the system.

The company was set up four years ago and, since then, has been advising businesses on procurement and helping them promote their goods and services to the public sector.

John believes that the rewards are there for those companies that persevere. He said: "Yes, budgets are tightening but the public sector still has to purchase things. Ok, so it's not spending £220 billion a year but it's still spending £170-180 billion."

However, he believes that a number of companies are put off by the prospect of the process. He said: "Many companies look at their situation and try to balance between what they have always done, working with the private sector, or entering what they believe is a bureaucratic labyrinth of the public sector procurement process. They tend to take the line of least resistance and stick with the Devil they know. The trouble is that, in these tight economic times, the Devil they know is turning out to be more Devilish than before. A lot of companies are not managing to achieve their growth or profit targets from their traditional private sector customers, and it is these companies that are rethinking their approach to the public sector. Consequently, there has been an increase in the number of suppliers promoting their goods or services to the public sector."

Despite all that, many companies turn away because of their view of the procurement process. John said: "Many SMEs have scarce resources and they view the pre-qualification questionnaire as a daunting and mind-blowing task.

"Some of those that do go through the process tend to make the mistake of thinking that because they have worked for the council before 'they know who I am' and, therefore, do not put enough information

down on the form. The odds are that the person they know is not the person who will handle the pre-qualification process so it makes more sense to tell your whole story assuming they know nothing about you.

“The key thing is being able to exhibit value for money at a competitive price. You have to think about what the procurement officers need and that tends to be short-term savings.”

BCG Bridgepoint’s advice for success centres around a three-element approach:

- **Focus** - identify the best opportunities and properly complete the questionnaire
- **Control** - make sure you operate with the highest possible productivity
- **Contact** - take the time to make personal contact with the people running the procurement process.

As John says: “You have to go through the process but if you get to the next stage, it is important that people remember you are a worthy supplier. In the end, people still buy from people.”

Not everyone is as convinced about the benefits of public procurement, however, Chris West, of Bridlington-based West Building Supplies, has reservations about the way the system works.

He said: “It can be very difficult to obtain contracts from councils because you have to jump through so many hoops when it comes to the process.

“Another concern I have is that the system is not flexible enough. For instance, we may bid for a tender because we want to supply a project in Bridlington but the terms of the tender may say we have to deliver all over the area. We may not wish to deliver all over the area because sometimes it is not cost effective and the margins are too tight. However,

the terms of the contract may dictate that we have to, which means the tender is not cost effective for us. In cases like that I do wonder about the carbon trail when we would have to deliver to the likes of Beverley and Goole when all we want to do is deliver locally.

“I hear people saying that the kind of major projects we are seeing in areas like Bridlington are good for local businesses and will use local materials but that is not always the case. We had one recently, for instance, when we approached a developer carrying out a major project in Bridlington and they did not even reply to our approach.”

“Yes, budgets are tightening but the public sector still has to purchase things. Ok, so it’s not spending £220 billion a year but it’s still spending £170-180 billion.”



Where can you find affordable, hard working staff that are willing to learn?

Apprenticeships can make a valuable contribution to your business by enabling you to recruit new employees with relevant skills or update the skills of your existing staff.

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* Study by Sheffield University



The business benefits -

- Improved productivity
- Staff retention
- Relevant skills
- Government funded training
- Consumers prefer firms that employ apprentices
- Avoid skills shortages

Source (NAS)

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Over 130,000 employers offer apprentice places because they understand the benefits that apprentices can bring to their business, such as:

- Increased productivity and improved competitiveness
- Relevant/specialist skills
- Government funded training
- Avoid skills shortages
- Consumers value firms that employ apprentices

Benefits in numbers

- Over 80% of employers who recruit apprentices agree that they make their workplace more productive
- 81% of consumers say they would favour using a company that takes on apprentices
- 92% of employers who have recruited apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce
- 83% of employers who recruit apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future*

(*Source National Apprenticeship Service, NAS)

There is a wide range of apprenticeship frameworks available meaning that employers can recruit

apprentices with skills designed around their business needs. As employees, apprentices work alongside your experienced staff to gain relevant job-specific skills. Off the job, apprentices receive training to work towards the latest qualifications meaning that they will also help businesses to keep pace with the latest technology and working practices.

If you would like to find out more about how your business could benefit from taking on an Apprentice call 01482 598855 or email employer-responsive@hull-college.ac.uk

Would you like to employ an apprentice but are worried about the long term commitment?

The Yorkshire and Humber Apprentice Training Agency (YHATA) acts like an employment agency; YHATA employs the Apprentice and then hires them out to a host company, providing a more flexible solution for employers.

Host companies pay YHATA a fee for the hire of the apprentice, which comprises their salary plus a small service charge that covers the management costs of employing and supporting the apprentice. YHATA allows organisations to ensure that they can continue to increase the skills of their workforce without initially directly employing new staff.

Providing Apprentice Jobs

Hiring an apprentice through YHATA means that you can increase your workforce flexibly in readiness to consider employing the apprentice full-time once the economy improves.

We welcome enquiries from all organisations and sectors. To find out more about the Yorkshire and Humber Apprentice Training Agency phone now on 01482 313470 or email us at yhata@hull-college.ac.uk

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We currently provide training in a wide selection of areas that include Health & Social Care, Refrigeration, Autotronics, Media, Health & Safety, Engineering, Food Manufacture, Construction and Information Technology, all with levels of qualification ranging from Work Based Learning and Apprenticeships to full Masters Qualifications.

The Institute has made a substantial investment in its learning environments in recent years, with the offer of bespoke training and the provision of satellite centres having been developed across the region, to help manage the increased demand for the Grimsby Institute's specialist tuition and training.

As part of the wide range of services on offer, the Institute has access to various funding sources to help eligible companies across all business sectors with their workforce development solutions. Funding opportunities are available for training, consultancy and business diagnostics and because these offers are being constantly updated, make sure that you do not miss your chance to access this entitlement.

For more information on the services and funding available to you, your clients and your workforce please visit www.grimsby.ac.uk, call our Information Centre on 0800 315 002 or email us at information@grimsby.ac.uk



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GETTING THE TRAINING RIGHT

There is an often-voiced concern that in difficult economic times, too many companies regard training as a luxury, not a necessity, that they see it as a waste of money at a time when budgets are tight.

However, the opposite is true because well trained employees are invaluable to the success of a business, particularly when trading conditions are tough.

Why? Because in today's business landscape, training can be the difference between a company surviving and a business that takes advantage of the opportunities as they open up. Train your staff to spot those opportunities and anything is possible

So investing in training is important. But why? Well, here are some reasons

Improved recruiting. A reputation for training staff is likely to attract a better calibre of applicant.

Holding onto staff. When people know that a company believes in their personal development, they are more likely to stay with that company for a

longer period of time. Some managers complain that they train staff who then leave. Well, it does happen but you lessen the chances if staff see their chances for advancement with their current employer.

Improved output. A well trained team that wants to stay with company produces stability and results in a more productive, enthusiastic and motivated workforce. But, how can this be achieved? Here's a checklist.

Start at the top. All layers of the company must believe that training is important and be committed to developing a learning atmosphere. Senior managers should lead the way in this, showing how highly they value training.

Fitting in with the company's aims. Training should fit in with the company's strategic plan. Training should help employees develop both technical mastery and interpersonal skills such as effective communication, dispute resolution, quality management and team building, and it should be wrapped up within the company's strategy for growth.

Finding out what is needed. Designing a training strategy should begin with an accurate assessment of what you do well and what needs improvement. Ask tough questions: what is holding your team back? What skills do your people lack? What do they need to do the job better?

Get the delivery right. There are many ways to deliver training – classroom, mentoring, computer-assisted and web-enabled. Choose the most effective delivery method for your team given your objectives.

Following up. After the completion of the training, you must provide an opportunity to apply the skills. People should not successfully learn the skills without being given the chance to use them on the job. Most companies realise that they need help in putting their ideas into practice, and that means bringing in specialist training businesses. Specialists understand not just the subject they teach but also the way people learn, ensuring that money invested in training is well spent.

GOVERNMENT THROWS SUPPORT BEHIND APPRENTICESHIPS PROGRAMME

For employers, apprenticeships present the perfect opportunity to find the next generation of young workers. What's more, taking part in the programme is something actively supported by Government ministers like Business Secretary Vince Cable and Skills Minister John Hayes.

Both politicians recently reiterated the Government's commitment to increase the budget for Apprenticeships to more than £1,400 million in 2011-12, while highlighting schemes such as British Airways' successful engineering apprenticeship scheme, which will take on 120 students this year.

The Ministers also praised UK British Gas, Superdrug, BT and Procter and Gamble, which between them will create thousands of new apprenticeship places this year. Car manufacturer Jaguar Land Rover will create 1,200 new apprenticeship places and 12,000 apprentices will complete their training at supermarket operator Morrison's this year.

Dr Cable said that the Government wanted to work with business to deliver 100,000 more apprentices by 2014.

He said: "I want to reinforce the message to business and young people that apprenticeships are a first-class way to start a career.

"Some of the most prestigious companies in England – large and small, public and private – employ apprentices and benefit from doing so. More than 30% of Rolls-Royce apprentices have progressed to senior management roles within the company. And 80% of those who employ apprentices agree that they make the workplace more productive. I'm calling on more businesses to follow this lead."

Skills Minister Mr Hayes launched the new national skills strategy in November last year and said apprentices were at its heart and that they had the chance to progress to higher stages of learning through the apprenticeships programme, including to university.

Under the recent changes, Level 2 (GCSE level equivalent) apprenticeships will now be known as Intermediate Level Apprenticeships. Level 3 (A level equivalent) will become Advanced Level Apprenticeships and Higher Apprenticeships will remain unchanged. The UK Commission for Employment and Skills is also working with Sector Skills Councils to develop more Higher Apprenticeships.

Mr Hayes, whose full brief covers Further Education, Skills and Lifelong Learning, said: "Our ultimate goal remains to see apprentices achieve equivalent esteem and status with university

graduates, so that a place on an apprenticeship scheme is as valued as one at a university."

Mr Hayes is also working with the Department for Work and Pensions to look at how people on unemployment benefits could be offered apprenticeship places.

And Prime Minister David Cameron said: "Apprenticeships offer a fantastic opportunity for people to gain the skills they need for the jobs of the future, equipping the country for our goal to build long-term sustainable growth.

"That is why, despite some difficult decisions on spending; we are boosting the number of apprenticeships. We think this is absolutely vital, not just to help people into work for the short term, but to make sure they can have successful long term careers."



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Providing the Personal Touch

Anyone in business will tell you that, despite the rapid advances in communications technology, face-to-face contact remains the best way of bringing in new contracts and retaining existing ones.



Email and hand-held communications may be transforming the world in which we live but the human touch is never more important than in testing economic times.

For many business people, the place to create and cement those personal contacts is at conferences; humans still have a fundamental need to look each other in the eye when communicating despite the rapid growth of the Internet.

The key to making such events a success is spending a little time choosing the right venue and making sure that you get the right support from its staff.

Even if that may mean paying a little extra, it is money well spent because it does not make sense to cut corners when such an approach could make your event less than effective. There are few things more embarrassing for an event organiser than to see it unravel in front of them because they skimped on the planning - and a cheap venue will inevitably look cheap, presenting a poor image of the organiser's organisation.

So what are you looking for if you are trying to organise an event? Well, one of the key factors is a

good location, somewhere that is easy to reach and that looks attractive for delegates, especially if they will be staying overnight. That means not just having good conference facilities, but the scope to provide quality food and relaxing areas where delegates can gather informally. Somewhere with pleasant grounds is also a bonus.

When assessing the venue you are looking for a number of other important factors. Can the venue cope with the numbers expected to attend, has it got a good meeting room, will it provide equipment like projectors and Internet access, are the staff friendly and flexible in helping you meet your needs? If the answers to those questions are yes then the event is likely to be a success.

Experienced venue managers and their staff already know what is important to their users and will do everything in their power to make sure that the delegates' needs are met. Their staff have been trained in conference management and know that the human touch is just as important as the right equipment.

The good venues are the ones that can tailor themselves to providing the exact needs of the event

organisers. It is always worth getting to know one particular individual who can deal with any issues that arise.

Another approach is to bring in a specialist company to do it. The staff at these companies live and breathe event organisation and will have encountered just about every problem presented by the process. Yes, it may add a little to the cost of organising a conference, but specialists make sure that they run smoothly - and will sort any problems on the day.

Another advantage is that because they are so experienced, they will know all the key venue staff in an area and will already have a good working relationship - and may even be able to negotiate good deals.

But at a time when the bottom line is all-important, how can a company justify spending to attend a conference, or organising their own? Well, look round a conference and you will see people wandering off for a coffee or for a chat in a corner. That is where the real business happens, where personal relationships are forged and where ideas are firmed up. And that's worth a lot.



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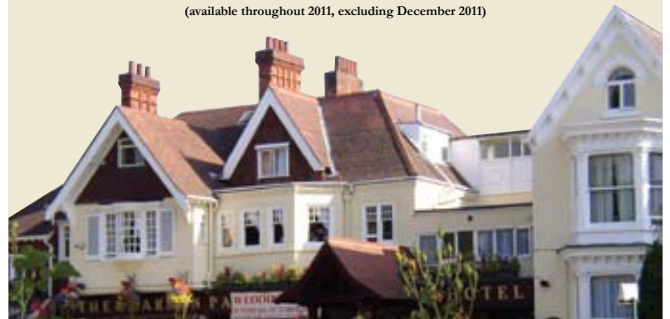
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Getting Exhibitions Right Can Really Make Things Happen

Staging an exhibition is a complex task and one that really does require some expert input. Whether it is staff at specialist venues or outside exhibition organisers, they will tell you that there is a lot to think about to ensure that the event goes smoothly.

The first consideration is the nature of your event. Do you need a large hall or will something a little more intimate work? Atmosphere is important to the success of exhibitions so getting it right is important. Too large a hall and it can feel impersonal and intimidating, too small and visitors feel cramped and uncomfortable.

That atmosphere extends to the setting of the stages, stands and stalls. Do you want them in a regimented layout or do you want them more flexible? What will make your delegates feel most at home?

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

of the event. You want them to feel well-disposed towards the exhibitors and creating irritation defeats the object of the exercise completely.

There are other things to consider as well. If it is your event, you will want to make sure that people know about it so it is important to get your branding well displayed, not just at the venue, but in all the promotional material that is printed or goes online.

However, it is also important to recognise the needs of exhibitors and to make sure that they are well represented as well. They need to feel part of the occasion. Getting that right creates a sense of goodwill which helps an exhibition turn into a success.

One of the other things that makes an exhibition successful is a sense that something is happening so it is useful to have staged areas for demonstrations

and performances, or for companies to show their products at work. Such activities, with the interest they attract, makes an exhibition feel like it is alive. All good exhibitions have a touch of theatre about them.

Crucially, an exhibition needs support on the ground. All venues, or specialist exhibition companies, ensure that they provide an experienced team to project manage the event, playing a key role in the planning and on the day itself. A good on-site team are needed for all sorts of jobs, from providing a registration desk to guiding visitors around the venue.

Having a good team allows the organisation staging the event to concentrate on the many other issues that confront them during exhibitions, including meeting clients and prospective clients and fostering those relationships that lead to new contracts.



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Please contact Katerina Greenlaw on
01522 727011
 or email kgreenlaw@waddingtonairshow.co.uk

WADDINGTON INTERNATIONAL AIRSHOW
 2-3 JULY 2011



It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time. This may account for over 20 fatalities and 250 serious injuries every week. Some employers believe, incorrectly, that provided they comply with certain road traffic law requirements, eg company vehicles have a valid MOT certificate, and that drivers hold a valid licence, this is enough to ensure the safety of their employees, and others, when they are on the road. However, health and safety law applies to on-the-road work activities as to all work activities, and the risks should be effectively managed within a health and safety management system. Source <http://www.hsa.gov.uk/pubs/indg382.pdf>

Want to reduce your vehicles running costs?

After training you can typically expect 10% saving on fuel usage, 30% reduction in gear changes, less wear and tear, lower maintenance bills, fewer collisions, less severe collisions and as a result of that lower insurance premiums.

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BE UNIQUE AND OFFER VALUE

“Offering something unique”, is what Steve Walker of Kinnarps determines will make a difference to businesses in the forthcoming year: “Organisations are simply looking to survive, and hopefully grow a little, despite these austere times”, says Walker. “So in order to thrive as a supplier, you must be offering something of value that cannot be bought elsewhere. This does not necessarily mean cheapest wins. Great service, that will save a client costly time and needless worry; durable products, with trusted guarantees and solid sustainable credentials; and innovation that will deliver efficiencies, are all strong selling propositions”, he says.

Steve is Head of Local Business for Kinnarps – the Swedish workplace furniture experts – who have built a strong foundation of business in the North since opening another local branch two years ago.

Kinnarps is a family-run business, founded in Sweden in 1942, which has developed into one of the largest suppliers of office and other workspace furniture and design solutions in Europe. It now has a presence in over 40 countries Worldwide, yet the core values of the company still permeate everything it does.

Kinnarps is completely committed to offering customers incomparable quality and service right through the process, from sourcing sustainable raw materials, to designing and building the furniture in its

own factories, and from working with the customer to develop their perfect work space, to delivering, installing and servicing it, using their own locally based team.

“The Kinnarps philosophy isn’t just about selling desks and chairs. It’s about looking at the practical needs of an organisation and then coming up with a workspace which functions perfectly, maximises space and helps to attract, retain and inspire the best possible workforce,” continues Steve.

“Our success has spread in recent years to offer not only businesses a better working environment but also schools, colleges and universities. Our Scandinavian heritage – with ergonomics, well-being and sustainability ‘built-in’ – is adding new thinking to the way we furnish learning environments in the UK.”

For further information, please contact Steve Walker on 07525 100055 or visit: www.kinnarps.co.uk



WEST STREET DESIGN - WEB DESIGN

West Street Design is an independent web design and online marketing agency dedicated to helping clients engage more effectively with their target audience.

Their friendly, dedicated team can call on more than 10 years’ experience in website creation, social media training and campaign management, to produce a compelling online space that communicates any organisation’s key messages in a simple, coherent and persuasive manner.

They can also design and manage full communication strategies, involving both on and off line elements, through their loyal network of associates who provide copywriting, PR, design and print, or create bespoke programmes by cherry-picking the right combination of services required to achieve the client’s aims.

West Street Design is based in the heart of East Yorkshire and is therefore centrally located to serve businesses in Hull and the Humber region, both north and south banks, as well as Beverley, York, Scarborough and rural businesses in the East Riding.

They offer flexible pricing options to suit any budgets and current clients range from start-ups

to SMEs to long-established, multi-million pound turnover businesses.

Founder and owner, Neal Edlin, said an effective marketing plan is often the different between success and failure in business.

He added: “I firmly believe that for any business to be successful, it has to have an overarching and coordinated marketing strategy. To create this, we first listen to what our clients are trying to achieve and then use our communication skills and our technical know-how to create a plan that will produce the right results.”

“Essentially, we provide our clients with the tools to grow their businesses and add value to their bottom line. Whether we are building websites or giving social media advice and support, our aim is to educate and empower, and ultimately make you more successful in business.

As well as West Street Design, Neal also runs the social media training website www.socialmediame.co.uk.

You can contact West Street Design via: info@weststreetdesign.co.uk / 01964 543818 / www.weststreetdesign.co.uk

THE RAINBOW CENTRE

The Rainbow Centre first opened its doors in 2006. Various projects including the Wheeler Children’s Centre, West Hull Women’s Centre, Little Treasures Day Nursery and The Panda Café can be found within the Rainbow Centre, all widely available to the general public and members of the local community.

As well as providing services to the local community, the Rainbow Centre offers an impressive range of training and conferencing facilities. Buffets and refreshments are also available, food is freshly prepared and cooked on site by the Panda Café team. For more information and prices, contact the Centre.

www.pandaltd.co.uk

TOPCON CONSTRUCTION LIMITED

As you may have seen in the news Rok Building Limited went into administration in November 2010, despite the Grimsby office being very successful. As a result we have had a management buyout in Grimsby and re-branded the company almost back to the original name TOPCON Construction Ltd.

Topcon Construction Ltd will employ the same people, and same local subcontractors, to retain the reputation for quality that the Topcon name developed over 23 years.

The principals of Topcon Construction Ltd, who will deal with delivering on time, within budget and safely are Mark Rendall-Tyrrell and Jason Clark. We have the added value of being backed by John Fenty, who is a fellow principal and brings with him a tremendous wealth of business experience and financial security to Topcon Construction Ltd.

We have the company set up and commenced business in Jan 2011 having put all the necessary parts in place to trade as a bona fide company.

I hope we can count on your support and should you wish to discuss anything please visit our website at www.topconconstruction.co.uk

DO YOU EVA DISPARE AT SPELING AND GRAMMER MISTEAKS?

Yes, of course, that above sentence was exaggerated, but if, like me, you wince when you see such errors, you are not alone. In a survey conducted several years ago by Royal Mail, the estimated annual cost to UK businesses in lost sales due to poor communications skills in corporate literature was £41 billion.

With questionable literacy skills today within certain elements of people including school leavers, and our ever increasing reliance on technology with email, texting and spell checkers etc., we've unfortunately become lazy in our understanding and use of the English language.

Every company produces documentation to a lesser or greater degree but all of it will require checking. Time constraints, proofing being regarded as an onerous chore, people being over confident in their proofing abilities or simply reverting to using a spell checker, means this task is often rushed,

If the writer checks his or her own work they won't realise they are too close to their work, and they won't spot their own errors. Instead, they tend not to see what's actually on the page, but instead, what they think should be there!

It is worth remembering that a simple mistake can undermine your entire piece of work. It can exemplify unprofessional standards, highlight a lack of attention to detail and maybe induce feelings of lack of confidence in potential clients. In short, how can you be trusted to carry out potential work competently, when you can't get your brochure or other documents correct?

Overall, that simple mistake can impact on an organisation's competitiveness and will hit your company where it hurts most – on your bottom line, as customers go elsewhere, even perhaps, to competitors?

Fortunately, Yorkshire Proofreading Services can assist you, by providing Proofreading, Document and Website Checking Services. In a company unique to Hull and the East Riding, a 'fresh pair of eyes' is available to proof and check your work and help your bottom line by maintaining the reputation and credibility of your company.

YPS can check any documentation or other literature, even your website content, for, amongst others, grammatical, spelling and punctuation errors. YPS will involve itself at any stage, and do as much or as little as you wish.

YPS can take pressure off company executives, allowing them to concentrate on the rest of their business.

YPS has specialist expertise in the Hotel, Catering, Licensing and Security business sectors and can provide advice too in Copy Advertising preparation services.

YPS can tailor-make the rate for the job, either on an hourly rate or fixed fee format.

For further information, please contact Iain Jones on 07901 552216, or email him on ian55@ian55.karoo.co.uk

KEVIN GREENE - PHOTOGRAPHER

Kevin Greene is a Hull based photographer with over 12 years' experience. He is one of Hull and East Yorkshire's leading photographers.

Kevin Greene provides an exceptionally personal service; whether you're an agency requiring a press photographer, a business with a desire for bespoke image portfolios for a web site and marketing strategy, or an individual looking for a photographer for a wedding, civil partnership, corporate, graduation or charity driven event.

Kevin Greene, owner of the company explains, "We work very hard to deliver high standards of service to businesses or individuals looking for personal, bespoke digital imagery". Kevin adds, "We aim to listen very carefully to our clients and provide flexible and responsive services that exceed their expectations or business brief!" Kevin comments, "In our experience a bespoke image portfolio for

business is preferred over library and stock images. The images we create have a more diverse use for businesses so become more cost-effective with a longer life span".

Kevin and his team provide full event photography for a host of clients. The use of digital imaging and printing solutions gives guests the opportunity to view and buy photographs on the night. This, in Kevin's view, offers 'added value' to hosts of events.

Kevin is a Member of the Chamber of Commerce, a member of the BPPA and a Licentiate member of the SWPP.

Kevin operates his business from Hull and covers photographic commissions across Yorkshire, Lincolnshire and further by appointment.

Contact Kevin of Kevin Greene Photography by calling him on 07980497164 or 01482 445502 www.kevingreenephotography.co.uk

DESIGN FOR SELLING

Does your promotional material really work? This may seem like a rhetorical question but it's something which could be costing your business potential sales. Tony Ostler, founder of local business Design For Selling, explains that companies sometimes fail to emphasise key information and sell themselves short.

Tony says: "Promotional material is quickly discarded if people can't easily find the information they're looking for. Sometimes crucial details are omitted or concealed under an 'information overload'. This generally happens when the creative process has failed to address the fundamentals. For me, that's a wasted opportunity."

He explains: "Regardless of budget, the relevant information should be included in an accessible way. If you slip up here, customers will simply tune out."

Tony believes that good design is a two-way street.

"It's about getting the basics right up front. We carefully evaluate what our clients offer their customers and take it from there. We have found that with the right approach, solutions can look good and deliver our client's message in a very effective way".

Tony explains the ethos of Design For Selling: "We are commercially minded and passionate about helping our clients get their message across.

We always look at the business angle and ask; will this help drive sales, will it get a response?"

Tony also mentions two common false economies: "Leaving it to staff to just 'print something off or even considering promotion an optional extra will not pay off."

Design For Selling offers cost-effective solutions across many areas including:

Design for print and web, catalogues, branding, off page ads, brochures, leaflets, envelopes, logos and livery, packaging design, illustration and digital imaging.

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2011 RAF WADDINGTON INTERNATIONAL AIR SHOW (2-3 JULY) ...CELEBRATING AIR POWER: PAST, PRESENT AND FUTURE

Held over the first weekend of July at Royal Air Force Waddington, Lincoln, each year more than 130,000 visitors enjoy the two day extravaganza of the Royal Air Force Waddington International Air Show. The largest of all RAF Air Shows offers a truly unforgettable day's entertainment for the whole family. Since the inaugural show, held in 1995, the event has increased significantly in size and stature and is now one of the country's largest and most popular air shows. The main purpose of the show is to increase public awareness and understanding of the RAF and its role today.

The Air Show is a key event in the local calendar and does much to raise the profile of Lincolnshire, Lincoln and the RAF in the local, regional and national community. It brings a considerable amount of economic benefit to the area (a survey conducted in 2008 calculated that the Air Show was worth over £12 million to the local economy) and a considerable benefit to the two main RAF Charities (The Royal Air Force Benevolent Fund and the Royal Air Forces Association), as well as local good causes as diverse as the County Hospital, local schools and youth groups. Since 1995 the Air Show has raised over £2.7M for charitable causes.

The spectacular 7-hour flying display features the fabulous Red Arrows, the Battle of Britain Memorial Flight, the RAF Falcons freefall parachute team and many more military and civilian aircraft from the UK and around the world. This year's Air Show will host the Thunderbirds, the US Air Force national display team. The RAF Waddington International Air Show is honoured to be the only UK air show to host this fantastic US display team who are a rare sight on this side of the Atlantic.

The Air Show includes an extensive range of ground displays and over 250 trade stalls, craft marquees, a traditional funfair, classic cars and vintage military vehicles and two exhibition hangars with hands-on exhibits from all three Forces. There is even a chance to enjoy the thrill of a helicopter pleasure flight and see a magnificent bird's eye view of the Air Show and the local area. Whatever your age or background you will find something of interest. A large number of catering outlets and bars provide an excellent variety of food and refreshments.

The Air Show also offers a refreshing alternative to traditional hospitality packages. The exclusive Lord Trenchard Pavilion gives you the best view in the house from the comfort of a luxury suite. The

package includes VIP access to the Air Show, a full day of silver service catering, and provides an ideal environment to entertain your clients or private guests.

With over 130,000 visitors each year, the Air Show also offers countless trading, exhibiting and sponsorship opportunities. The Air Show is supported by numerous national and local brands and provides a great platform for companies to reach a large audience of affluent visitors from a wide variety of backgrounds. Visit the Air Show website www.waddingtonairshow.co.uk for more information.



NEW MANAGING DIRECTOR HERALDS NEW BEGINNING



The appointment of a new managing director at award-winning rail company, First Hull Trains, marks the start of an exciting era for the business.

Cath Bellamy joined the company as managing director in February. With 16 years' commercial, marketing, customer service and front line operations management experience, there really isn't that much that Cath hasn't done in her long and successful rail industry career.

Her most recent industry role was managing director of Chiltern Railways. Prior to this, she was the company's sales and marketing director,

playing a key part in driving significant growth, improvements in punctuality and industry-leading customer satisfaction.

More recently, Cath has delivered successful results inside and outside the rail industry, specialising in working with companies that need re-energising and on key projects to ensure they deliver the very highest standards of performance.

Cath said: "I am delighted to be in Hull. This is a fantastic place with huge potential. It is wonderful to find that First Hull Trains has become such an important part of the city-region's socio-economic fabric and I am determined to make sure that we become an even stronger partner by delivering a consistently great service for you, our customers.

"I want First Hull Trains to be the most customer focused organisation there is. Anywhere! To that end, we will be concentrating on better understanding your wants, needs and expectations. We will continue to learn by talking to you directly, as well as listening to our people, who serve our customers every day. This deeper insight will enable us look after everyone better than ever before, as well as to provide the

products and services people want, at a price they're happy to pay. Please get in touch if you have any feedback at all. It would be great to hear from you. Alternatively, I'll introduce myself at the region's various meetings and events as well as saying hello if we happen to travel together onboard one of our trains."

Chairman of First Hull Trains, Clive Burrows, said: "I'd like to welcome Cath to First Hull Trains and congratulate her on her appointment as managing director. Cath will undoubtedly continue to strengthen the First Hull Trains brand, deliver for our customers and develop the business."

First Hull Trains operates 14 trains each weekday between Hull and London King's Cross (90 each week) – a journey of 210 miles. In 2010-11 the company carried 750,000 customers. During the same period the organisation's fleet was completely refreshed as part of a £2m modernisation programme. This includes the installation of onboard WiFi, a service that customers say is very important to them.

For more information about business travel packages or leisure offers, please call: 01482-215746 or visit: www.hulltrains.co.uk. We look forward to welcoming you on board.



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How HSBC generated the spark that brought two electronics companies together.

When Ged Holmes and Craig Smith met at the 2010 HSBC Thought Exchange in Shanghai the shared business opportunity quickly became apparent.

Ged's firm, Elstat, produces intelligent controllers that deliver higher energy savings for drinks' coolers, compared to older electrical equipment. Craig's company, SHP, recycles and re-uses this equipment and other small electronic gadgets such as mobile phones.

The two companies were a perfect fit. Both companies have been working together ever since in a partnership that continues to thrive.

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VIVIDFISH WEB SOLUTIONS

Vividfish is a company dedicated to helping organisations get the most out of the internet.

Established in 1997 in the Hope Valley, Vividfish have recently expanded in to East Yorkshire opening a base in Hull in early 2011.

Vividfish offer web applications for most common problems faced by companies and organisations trying to gain a competitive advantage by using the internet and websites. Or, simply trying to deliver a better service and communicate more effectively. Our aim is to solve your problems, help you make sense of the confusing mix of options available and deliver an exceptional service to your clients. Whether you want to promote, sell or inform by using the internet as a channel, we can help.

Vividfish has experience developing and deploying web-based solutions that range from content management websites (CMS) to customer relationship management systems (CRM), e-commerce, to secure document storage, image libraries to product catalogues, news portals to community meeting places and just about every thing in between. Using a vast range of open source pre-built components we are able to assemble highly capable web applications quickly and cost-effectively.

If you want to capitalise upon the benefits of the internet we would love to hear from you.

Tel: 01482 426499
e: info@vividfish.net
www.vividfish.net

KINGSTOWN ACHIEVES FSC STATUS



Mike Morland

Kingstown Furniture, the UK's leading manufacturer of ready assembled bedroom furniture, has achieved Forestry Stewardship Council (FSC) certification, in recognition of its fully traceable and sustainable supply chain.

In a bid to build upon existing environmental policies, Kingstown embarked upon a mission in July 2010 to achieve FSC status. Following several months of hard work involving several Kingstown managers, the Hull-based manufacturer underwent a rigorous assessment by the Soil Association, an FSC certification body, and was awarded FSC status.

FSC is an international, non-governmental organisation dedicated to promoting responsible management of the world's forests. It was founded in 1993 in response to public concern about deforestation and the demand for a trustworthy wood-labelling scheme.

Kingstown's Health, Safety and Environmental Manager, Mike Morland, said:

"Kingstown is a proud, committed 'green' manufacturer, and is always on the lookout for new ways to produce quality British furniture, with as little impact upon the environment as possible.

"Gaining FSC certification is a huge achievement, both for Kingstown and for our customers."

CELEBRATING 10 YEARS IN BUSINESS - SOLUTECH

"It's amazing how quickly time flies. It seems like only yesterday that we sold our first machine", commented SoluTech's Managing Director Alex Burgess, on celebrating 10 years in business.

And what's even more amazing is how much advancement there has been in the photocopier industry during that time. From the standard black and white only photocopiers to the current touch-screen models that enable you to scan a document and send it via email – all within a couple of 'clicks'. The latest addition to the Sharp range even uses the 'touch swipe' technology that we've all grown accustomed to from the iPad.

"We have progressed too, moving from a small office in a business centre to having our own two offices in Cottingham", continued Alex. This allows the company to stock all the spare parts needed to maintain customer machines quickly and efficiently.

The one thing that hasn't changed over the last 10 years is the company's promise to keep it local. Alex's mantra has always been to provide the best service available in the local area. This means the company does not over stretch its engineers by covering cities such as Leeds and Manchester. Instead, they focus on the East Yorkshire and North East Lincolnshire area in order to offer unrivalled customer service with the fastest response times. So proud is Alex of the company's service statistics, that he even publishes this information on the website, www.solutech-systems.co.uk/stats.

To celebrate this special milestone, the company is even offering some special promotions, visit: www.solutech-systems.co.uk/birthday for more details.

"We're now looking forward to the next 10 years!"

To find out how SoluTech Systems can help your business, call 01482 846746 or email sales@solutech-systems.co.uk.

GRIMLEY SMITH ASSOCIATES TO DEVELOP ENGINEERING DESIGNS FOR RESEARCH CENTRE

Grimley Smith Associates (GSA), Consultant Process Engineers in North Lincolnshire, has won a contract with the Centre for Process Innovation (CPI) and Tata Steel to develop Engineering Designs for the High Temperature Innovation Centre at Tata Steel's Teesside Technology Centre in Middlesbrough.

The project will involve two new pilot plants which are to be installed on the TTC site. The open access site will extend the existing capabilities of the site to carry out research and development work in the fields of novel sources of fuel and energy, the recovery of raw materials and reduction of organic wastes.

This project builds upon GSA's knowledge and experience in the field of industrial biotechnology and sustainable processes. Matthew Grimley, Business Development Manager at GSA said: "We are delighted to be involved in such an exciting project with a focus on novel technology development."

IS TRADE FINANCE THE SOLUTION TO THE CASH NEEDS OF YOUR BUSINESS?

It is an inevitable part of business that supplier invoices and manufacturing and distributions costs often need paying long before your buyers finally settle your invoices. The result of this is that most businesses need working capital to trade and for many this has historically meant an overdraft facility from their bank. However this may not necessarily be the most appropriate method of financing international trade. Whilst bank overdrafts are straightforward and simple for companies to operate (and available in most major currencies) they do have significant drawbacks for some businesses.

It is unlikely that importers and exporters can finance all elements of their contracts entirely from an overdraft, particularly as borrowing in this way may be more expensive than other forms of specially designed finance. Other demands on the overdraft may constrain the amount of working capital available for business growth which is typically when the company needs it most.

Higher Risk

Banks cannot monitor nor restrict what a business is using an overdraft to fund on a day to day basis, making it one of the highest risk lending facilities

Increasing Costs

This, combined with the increased risks associated with lending using overdrafts, has led to a market wide increase in the cost of overdraft interest margins.

Increasingly companies are making use of Trade Finance to generate the cash needed to grow, and crucially, without having to give up precious equity in their business.

So what do banks mean when they talk about trade finance and how can it help a business?

Trade Finance – The Route to the Cash?

Every company's trade cycle is unique and each stage in the trade cycle places different demands on a company's finances. Trade finance is funding which a bank makes available to finance a specific aspect of a company's cash needs and, in consequence, is directly related to the needs of the business. Funding is usually made available against the presentation, to the bank, of documents evidencing that payments need to be made by the company to suppliers, or proceeds are due to be received in the future in respect of invoices already issued.

Supplier Payments

Typically evidenced by a copy of the invoice to be paid and a copy of a relevant transport document evidencing despatch of the goods, a bank will make the payment to a supplier on behalf of the business. However, instead of debiting the funds to the client's overdraft, the bank will instead create a short term

loan scheduled for repayment by the client on a date in the future. The future repayment date is calculated to allow sufficient time to cover the transportation of the goods, manufacturing time, stock holding periods and potentially debtor days. Short term supplier loans of this type are usually part of an agreed overall facility limit, operating in the same way as an overdraft limit, under which a number of loans will be outstanding.



Buyer / Debtor Funding

The funding of invoices for which payment is due to be received, is a much more established form of trade finance funding through factoring or confidential invoice discounting.

Factoring with HSBC is a package normally made up of Finance, Sales Ledger Management and Credit Protection. Factoring gives you control over customer credit and the risk it poses to your business and could also cost less than employing your own staff to manage your sales ledger. It is suitable for companies with a turnover over £250k trading with other businesses on normal trade credit terms.

Invoice Discounting is designed for larger, well-established businesses with a turnover over £1m and gives your business a finance service that provides faster access to cash, you continue to manage your sales ledger and, with optional Credit Protection, can create an integrated solution to your cash flow needs. It helps you become better able to meet your day-to-day requirements and to make the most of sudden opportunities that come your way.

Trade Finance without Cash Funding

In addition to the cash trade finance facilities outlined above, traditional trade finance instruments, such as letters of credit, have also seen a significant resurgence over the last 18 months. Whilst the use of traditional documentary credits to secure supplier credit terms for international trade involving Asia and the Middle East has increased, the use of documentary credits in Europe and the Americas is less common (except for high value capital equipment).

The withdrawal or reductions in credit limits by credit insurers has however seen growth in the use of the often overlooked standby letter of credit as a means to secure buyer or supplier credit.

The automatic reaction of a business sourcing raw materials, but facing restrictions in the amount of credit which a supplier is prepared to make available, is to approach their bank for extra cash in the form of an increased overdraft. For the reasons outlined above, this may be both a challenging and expensive exercise.

A better alternative may be to negotiate the provision of a non cash trade finance facility with your bank, where they will not pay your suppliers, but instead offer to guarantee your suppliers that they, as your bank, will pay if you fail to meet your contractual payment terms.

This is typically done by your bank issuing a standby letter of credit to your suppliers, effectively guaranteeing payment on your behalf.

Of course there is a cost to be paid to your bank for issuing a standby letter of credit, but this is typically less than 50% of the costs associated with overdraft interest costs, and allows you as a business, to generate the additional profit, which would not otherwise have been available.

The next time that your business needs an increase in working capital funding – don't just think 'overdraft' - explore the trade finance options available – you may be pleasantly surprised.

For more information about how HSBC Trade Finance can help your business please contact Andy Cantrill, Senior International Business Manager, HSBC Trade Services, by telephone on 07836 333092, or email andycantrill@hsbc.com

RAPID SOLICITORS INVESTS IN COMMUNICATIONS SYSTEM FROM KC



Hull legal firm Rapid Solicitors has installed a new communications system across its three Hull offices to increase efficiency and support the firm's future growth ambitions.

It selected communications provider KC to install a high-speed, dedicated fibre internet link at its Beverley Road headquarters in Hul, together with a virtual private network that connects the office seamlessly and securely to its Hessle and Cleveland Street sites.

Rapid Solicitors has grown to become one of the UK's largest specialist personal injury legal firms, and a major employer in the region.

One of the factors in Rapid's success has been the speed with which it responds to and resolves clients' cases, resulting in high levels of customer satisfaction and word of mouth recommendations.

Being at the forefront of technology is key to maintaining the reputation it has built for working fast, and Rapid's latest investment in communications technology increases its responsiveness and gives employees faster access to research tools.

Rapid Solicitors Partner Andy Baldwin said: "We've never been frightened to make major investments in the back office if ultimately it helps our clients win their case and quickly.

"It's OK looking good from the outside but if you can't back that up with great service the public will soon find you out and switch allegiance. As a service business we need good technology and good people and so we continue to invest heavily in both. Working



with a local firm like KC gives us reassurance that if any issues arise a real person is on hand to resolve them quickly so that the service we give our customers is unaffected."

The company has plans to open new offices and the communications system KC has installed can be extended cost-effectively to connect further sites.

KC Account Manager Hayley Coggin said: "Customers expect greater responsiveness than ever before from the companies they deal with, no matter what industry they're in, and more and more businesses are realising that a fast, resilient internet connection is critical to giving customers the level of service they want.

"KC's dedicated internet access gives businesses peace of mind that their communications are reliable and secure, with fast fix times and technical support available 24/7. It's the obvious choice for a company like Rapid Solicitors, which has built its success on excellent customer service and a commitment to innovation, and we're delighted they've chosen us to supply their new communications system."

ACCOUNT EXECUTIVES NAMED BY INSURANCE BROKERS

Kennett Insurance Brokers, one of the area's leading insurance brokers, are pleased to announce the appointment of Kieran Stoddart and David Holmes as Account Executives.

Kieran, 28, who has seven years' experience in the insurance industry, graduated in 2003 with an honours degree in Management from the University of Hull.

He said: "Being from Hull, I am delighted to have joined such an established and reputable Hull broker as Kennett. I felt that although the business had grown over the years, they haven't lost their personal connection with their clients. Kennett's had what I was looking for in progressing my career within the insurance industry and I am very excited about what is to come in the following months.

David, 28, who also has seven years' experience in the insurance industry, has worked in personal lines, claims, and commercial insurance over the years and is now specialising in commercial insurance at Kennett's.

He said: "I am looking forward to working for a company with a true local and independent view, as I think this is very important. I am keen to help raise the profile of Kennett's and help maintain the excellent reputation they have built up."

Kennettinsurance

NICKY KELLER - YOUNG BUSINESSPERSON OF THE YEAR

It was success at the double for Education Resourcing as founding director Nicky Keller picked up yet more accolades in the Lincolnshire Echo Business Awards.

Nicky scooped the title of Young Businessperson of the Year at the prestigious annual event, held at the Epic Centre, Lincolnshire Showground.

Education Resourcing was also recognised as one of the leaders in its field, placed runner-up in the Small Business of the Year category.

The gala dinner presentation is a key date in the Lincolnshire business and media calendar. Attended by the region's leading business and media figures, the occasion included a champagne reception and video profiles of all 24 finalists.

Having established Education Resourcing in 2002, Nicky also runs a number of other successful businesses as well as inspiring individuals and groups as a motivational speaker.

Nicky said: "The Lincolnshire region has had more than its fair share of economic setbacks in recent years, yet anyone who attended the Lincolnshire Echo Business Awards could see the entrepreneurial spirit is fighting back with a vengeance.

"There are so many inspiring and exciting businesses making their mark at the moment that it's very encouraging for the future and it was a genuine privilege to be honoured among the cream of Lincolnshire's business community.

"I was absolutely thrilled to be named Young Businessperson of the Year and to see Education Resourcing once again recognised by our peers. Education Resourcing's success is down to a simple formula – high quality teachers, expert training and a personal, tailored service to clients."

This is the second consecutive year that Nicky and Education Resourcing have triumphed in regional business awards ceremonies. In 2010, Education Resourcing picked up the Small Business of the Year title in the Northern Lincolnshire Business Awards hosted by the Hull and Humber Chamber of Commerce, and was runner-up in the Excellence in Community Relations category.

COBUS FIXED LINE BROADBAND IS FINALLY HERE AND IS A GENUINE ALTERNATIVE IN HULL!

Cobus are proud to announce that alternative fixed line broadband is now available to Hull businesses, complementing our current telephone line rental and call services that customers have been benefiting from for almost 2-years.

Hull businesses have been restricted for many years with the only choice being KC or various wireless services that cannot provide the same resilience as a true hard-wired connection. Cobus are also currently involved in the production of an independent price comparison website which aims to educate businesses about telecoms and broadband choices, something that the rest of the UK is already familiar with.

Established for over 20 years in Hull, Cobus is a specialist Telecommunications and IT Service Company providing professional services that are tailored to individual business requirements. As a leading communications provider in the region we offer a wide range of services that include telecommunications, IT services, business mobile solutions, network services, technical services including door access, CCTV and PA Systems and all aspects of electrical installations. With many industry accreditations including a virtual network operator license with OFTEL registration and approval, the Group offers bespoke communication solutions utilising the latest technology.

Our impressive list of customers includes Rotherham College where we secured the largest NEC telecoms installation of its type in the UK last year and AAK who won the Mail News & Media business of the year 2010.

This year has already been a successful one for us as we have succeeded in winning an award for Employee of the year at the Chamber Business Awards for Google and Howdenshire 2011 and we can add this to last year's Hull and Humber Chamber Award for Innovation in Technology and our nomination for Business of the year at the Yorkshire Enterprise & Diversity Awards in 2010.

This year we have been working closely with schools, colleges, training providers and the Education Business Partnership to help bridge the gap for local children, tailoring curriculums, running competitions and awards, ensuring that we put something back into the community and its people in these difficult times. We have recently participated in Science Week and have employed a number of Apprentices in recent months.

Last year saw the introduction of the Cobus Foundation which provides a chosen charity with links to the business community and local organisations. Last year we worked with Case Training Services and this year we have chosen Child Dynamix to help with funding, support and professional advice.

Cobus is constantly working towards being more environmentally friendly and as green as possible in today's throw-away-industry, where it is often regarded as easier to discard older electronic equipment than to upgrade or reuse. We refurbish equipment using local company Refurbit Ltd with whom we have formed a strategic partnership. Anything that we are unable to reuse is disposed of in an environmentally friendly way to avoid unnecessary landfill and reduce the region's carbon footprint.



Our current offers include:

1 month FREE telecom or IT maintenance when signing up to a 12 month contract, we guarantee to beat any genuine quotes for current contracts on telephone systems, IT Support, Mobile solutions, CCTV, Door Access or PA Systems and our quality brand and service can be measured by our satisfied customers and testimonials.

Contact a name that you can trust for a free comparison quote or full communications health check.

Call Cobus now on 01482 225666

www.cobus.co.uk



COMING TO TERMS WITH RENEWABLE ENERGY INSURANCE

The Renewable Energy industry is developing at a pace within the Hull, East Riding and Northern Lincolnshire areas, and The Insurance Partnership, one of Yorkshire's leading Independent Insurance Brokers, offers comprehensive insurance advice and cover for this specialist sector.

Covers provided are designed to give risk management solutions from the very start of a renewable energy project through to operation, with policy wordings designed to encompass wider aspects of cover.

We offer a wide range of market facilities with reputable underwriters and industry markets, each with a wealth of experience, as well as a specific understanding of the risks involved in this expanding sector.

Our renewable energy facilities provide competitive pricing and comprehensive insurance protection for:

- Marine and /or Transit
- Construction
- Operation
- Loss, or potential loss, of revenue
- Mechanical & electrical breakdown
- Liabilities

Liabilities

We have extensive experience placing Employer's Public, Products and Specialist Pollution cover, which includes contingency cover for subcontractor's activities.

Extensions

We also offer extensions to policies that can cover:

- Marine impact where the equipment is offshore.
- Offshore risks / tidal wave, anchor drag and waterborne war risks.
- Electrical and mechanical breakdown risks where manufacturers' warranties have expired.
- Wind - onshore & offshore
- Marine renewables - wave & tidal
- Solar - photovoltaic cells & active solar

Thermal

- Biomass & bio fuels
- Hydro sites
- Waste to energy
- Biogas - landfill gas & anaerobic digestion
- Biotech

TIP CLAIMS ADVANTAGE

The Insurance Partnership is committed to a first class claims service. We understand the importance of a personal claims handling service, and offer this in order to meet the ever changing and diverse nature of our clients' needs.

For more information regarding our Renewable Energy Cover please contact:
Clive Owen: 01482 388581
Mobile: 07773 348443
Email: cowen@insurance-partnership.com



GREEN FRAUD - A NEW FRONTIER FOR CRIME

A new frontier for fraud and market abuse has opened up, as the scale of sustainable business activity and 'green' projects grows, while the controls and systems that protect them remain relatively weak, says a PwC report.

Programmes such as the EU Trading Scheme (which covers approximately 11,000 installations across Europe, or half of the EU's greenhouse gas emissions - worth nearly \$120bn) are now of such a size that they are attracting the serious attention of professional criminals.

Fran Marwood, director of PwC forensic accounting, said: "We are seeing a surge in frauds with a green element. Often this is down to a lack of a mature information security policies and controls"

The seriousness of such threats was recently demonstrated by the closure of national carbon

registries across the EU after a phishing scam and cyber attack led to a €45m theft from several companies. Several are yet to re-open.

Steven White, PwC's head of sustainability and climate change (S&CC) in the North, said: "Fraudsters are using the latest techniques to attack weak points in the system, but these are essentially old frauds applied to new markets."

Weak information security measures are a classic entry point for many of these, and concerns about phishing scams (on-line exercises in illicit information gathering) are creeping up boardroom agendas elsewhere. PwC recently conducted a fake phishing test for a multinational client which caught over 5% of the tested population. Over 2000 employees clicked though to a fake internet page. The same team has conducted tests where over 20% of the tested group have been caught out.

The PwC report, 'How to assess your green fraud risks,' provides an overview of current and emerging frauds in carbon markets, emissions trading, the project-based markets and voluntary markets. It covers bribery, phishing, cyber-attacks and also the dangers for companies when reporting on their own green credentials.

Fran Marwood added: "Companies need to apply the same diligence to their sustainable business activities as they do to their core financial reporting and controls."

PwC's forensic services and S&CC practice are monitoring fraud in the green and sustainable business sector on an ongoing basis.

PRICEWATERHOUSECOOPERS 

TASK: Continue support for Britain's manufacturing industry

For more than a decade, Barclays Corporate has been at the forefront in providing support, funding and specialist advice to UK manufacturers. Working with our team of over 100 dedicated Manufacturing Relationship Directors, you can be confident that you will always have access to the right specialists, perfectly placed to understand your business and connect you to the expertise you need. Call Scott Christian, Relationship Director, Barclays Corporate, Humber and Lincolnshire on **07766 364322*** or visit barclayscorporate.com and find out how your business can tap into **THE POWER TO HELP YOU SUCCEED.**



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West Street Design
 BEVERLEY
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Web Design & Internet Marketing

Mikel Rogers
Y-us?
 HORNSEA
 01964 530822
Charity

CHAMBER EVENTS DIARY 2011

Members' Speed Networking and Lunch
 Friday 6 May 2011
 Grimsby Town Football Club

North Lincolnshire Business Awards
 Friday 20 May 2011
 Grimsby Auditorium

Chamber Expo 2011
 Tuesday 7 & Wednesday 8 June 2011
 The Bonus Arena, Walton Street, Hull
 Main Sponsor: St John Ambulance
 Stand Sponsor: Graham & Rosen Solicitors
 Venue Sponsor: Storetec Services

Members' Speed Networking and Lunch
 Thursday 23 June 2011
 Tickton Grange Hotel & Restaurant, Tickton

Chamber President's Charity Golf Day 2011
 in association with Dove House Hospice
 Friday 24 June 2011
 Hessle Golf Club

Members' Speed Networking and Lunch
 Friday 15 July 2011
 Humber Royal Hotel, Grimsby

Chamber St Leger Race Day 2011
 Thursday 8 September 2011
 Doncaster Racecourse

Members' Speed Networking and Lunch
 Friday 23 September 2011
 Hallmark Hotel, North Ferriby

Members' Speed Networking and Lunch
 Friday 14 October 2011
 Forest Pines Hotel & Golf Resort

Chamber Bridlington & Wolds Business Awards
 Friday 14 October 2011
 The Spa, Bridlington

Members' Speed Networking and Lunch
 Friday 25 November 2011
 The Vikings Hotel, Goole

Take advantage of your Chamber Membership by attending the wide range of events we organise to help you to meet potential clients and develop valuable business relationships.

Please note that dates are subject to change. An up-to-date events diary is available on our website:

www.hull-humber-chamber.co.uk



Nina Stobart - ConocoPhillips
I am the Media & Public Affairs Manager for ConocoPhillips Ltd and a member of the Chartered Institute of Public Relations, although based at the Humber Refinery, I also support UK, Germany & Ireland.

Personal

I have worked for ConocoPhillips for 10 years. I am married to John and have two fabulous step daughters Meagan and Lucy. I enjoy keeping fit which balances out my love for great food and champagne!

Work

I am a Director of the Hull & Humber Chamber of Commerce and also of CPO Media. I am also a member of UKPIA (UK Petroleum Industry Association) and sit on two of their committees. Finally my big passions CSR, I manage and promote the ConocoPhillips employee volunteerism programme, which results in over 700 community projects carried out each year.

What did you want to be when you were young?

An air hostess, but only until my first holiday abroad when I screamed from take off to landing; I was only 9 though and I have improved!

What could you not live without?

That's an easy one, my husband John who has been an absolute rock and helped me through some difficult times.

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

Roatan Island, Honduras which we visited on our honeymoon; lovely people and fantastic weather, plus swimming in the sea with dolphins – truly magical.

What makes you angry?

Very little makes me angry now although a lack of manners can make my hackles rise!

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

Firstly, Mother Theresa; I was lucky enough to be sponsored by Rotary to work in hospices in India and promote hospice care. I had an incredible time and I am in complete awe of the work she did. Secondly, and the easiest answer, my mother, who is also my best friend. She has given me superb advice, I also inherited her

very dry sense of humour and if I can live my life and be a fraction of the person she is, I will be very happy. She also loves her champagne and food which is obviously where I get that from too!

What is the best thing about the area?

The people and the diversity of the area, we have so much on our door step, the Wolds, the coast line, some stunning cities, towns and villages. With the Humber Bank verging on one of the biggest boom times the area has seen since its fishing heydays, it is an exciting time to live and work here.

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

I would test my communication, PR and sales skills and buy the book 'One Red Paper Clip' by Kyle Macdonald. I would then see how far I could manage to up-trade. Who knows I may not even have to build my house on Roatan! Kyle managed 14 trades to a house, not being the competitive type I would have to do it in 13! For anyone not aware of the story it's worth a Google and a read.

What is in your opinion is the greatest invention ever?

Anaesthetics must be one of them; I have been very grateful for this on numerous occasions recently.

What is most valuable lesson you have learnt in life?

After fighting my own battle with ill health it would have to be that you only live once. Never part on an argument, always treat others as I would like to be treated and make an effort to spend some time helping others, volunteering is so rewarding. Lastly a smile and a thank you cost nothing.

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

I always dreamt about being able to fly when I was younger and the feeling of freedom was amazing. So it would have to be a bird (golden eagle I think) to be able to soar into the sky with the whole world below and be totally free to fly where I wanted.

KC launches SMARTComms: a hosted phone system built for business

Local communications provider KC has launched a new phone system for businesses that offers dozens of features for easier communications at a great price.

Meet the
KC Business
Team...



Called SMARTComms, the new system is based on internet technology called Voice over Internet Protocol (VoIP), which means calls are made via the internet. VoIP comes in many guises – you may have heard of it as IP telephony, voice over broadband or broadband telephony.

KC's SMARTComms is a hosted phone service, which means that the traditional hardware investment or maintenance costs associated with conventional phone systems are significantly reduced. Instead, the technology is delivered on a hosted, secure platform with 24/7 maintenance at one of our top data centres.

What type of business will benefit from SMARTComms?

SMARTComms is suitable for businesses and organisations of any size.

It's adaptable and scalable, so whether you're an established business with an existing phone system, a public sector organisation looking to stretch your budget further, or a brand new start-up keen to set off on the right track, SMARTComms can benefit your business.

It gives you:

- all the features and benefits of a phone system without the need for lots of equipment on-site
- the flexibility to expand your phone system easily and cost-effectively as your business grows

- the ability to make changes to your phone system – such as moving lines – quickly and easily
- advanced calling features to help ensure you never miss a call
- the ability to work remotely or have home workers on the same phone system on your office-based employees

Already have a Centrex or other PBX system?

SMARTComms integrates into existing systems with ease, and adds a wealth of exciting new features. If you're a multi-site business or have homeworkers, SMARTComms makes more sense than a PBX system as you'll no longer need hardware in the home to connect employees.

SMARTComms is easier to use and administer than a traditional PBX – changes to the system can be made in a few clicks via a secure online portal.

And unlike CENTREX, SMARTComms is fully future-proof – as we introduce new features, they'll be available to SMARTComms customers without the need for extra capital cost.

Find out more at www.kc.co.uk/smartcomms
or call our Sales Team on
01482 33 77 33



**Is your business
phone system
leaving you tangled?**

**A new communication
solution will be
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Business

