

# BUSINESS INTELLIGENCE

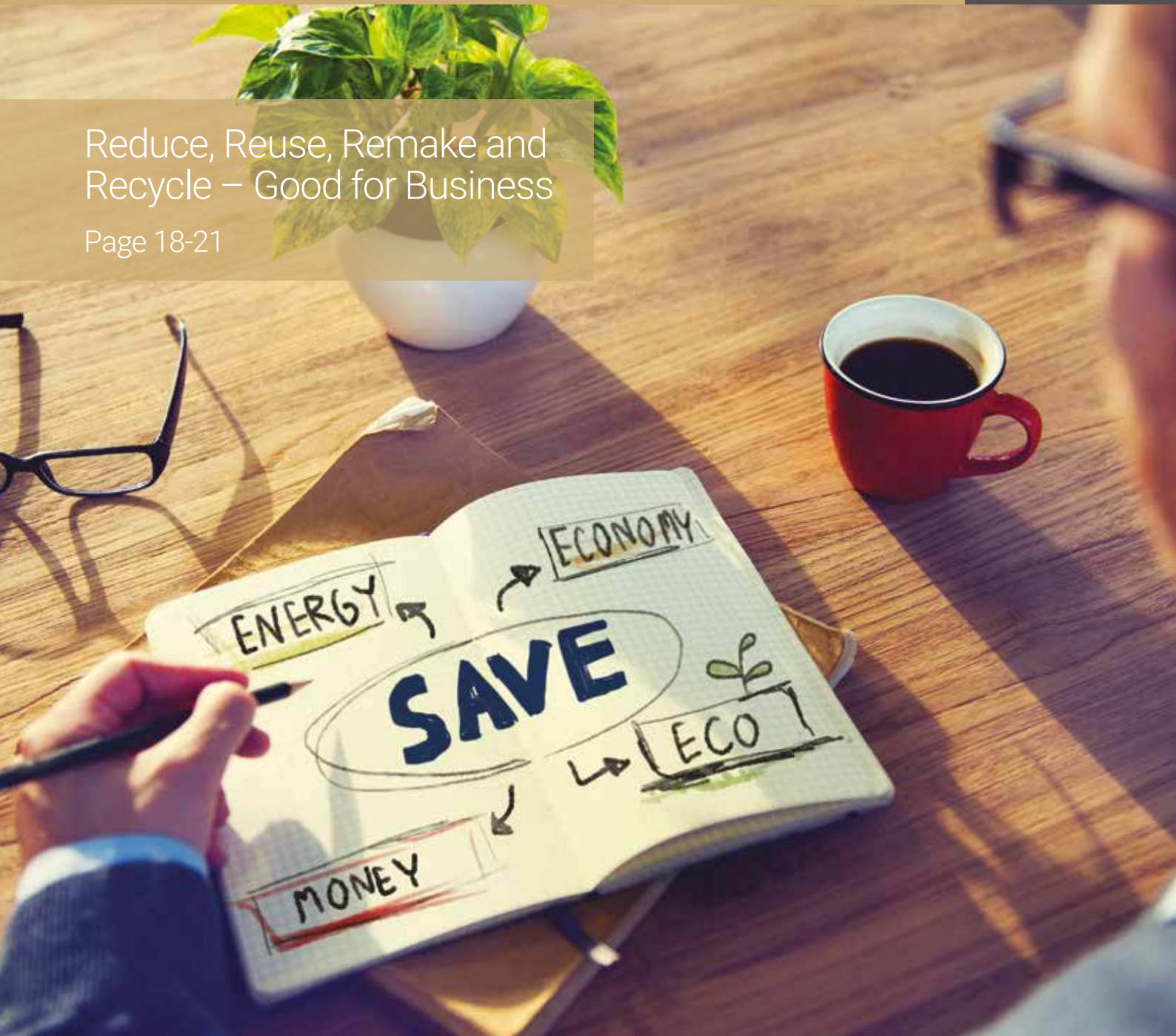
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Issue 52

Reduce, Reuse, Remake and  
Recycle – Good for Business

Page 18-21



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# BUSINESS INTELLIGENCE

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5 12  
34 36

## CONTENTS

4-6	MEMBERS NEWS	24-25	TALENT AND ACQUISITION
8-9	FOCUS ON LEGAL	26-29	MEMBERS NEWS
10	MEMBERS NEWS	30	CHAMBER SERVICES
12	CHAMBER POLICY	31	CHAMBER PARTNERS
13	MEMBERS NEWS	32-34	INTERNATIONAL TRADE
14-15	BUSINESS SUPPORT	35	CHAMBER TRAINING
16	MEMBERS NEWS	36	CHAMBER EVENTS
18-21	SUSTAINABLE BUSINESS	37	NEW MEMBERS
22-23	MEMBERS NEWS	38	LAST WORD/ EVENTS DIARY

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*Dr Ian Kelly  
(left) with Lord  
Robert Winston*

## Brilliant Minds

Hull and Humber Chamber Chief Executive Dr Ian Kelly was delighted to join Grimsby Institute Chief Executive Gill Alton and her students in September, as they welcomed Lord Robert Winston to Grimsby to speak about science, his television career and his pioneering IVF work in the field of medicine.

Afterwards the conversation turned to a variety of topics including Brexit, climate change and the impact of gold fish watching too much TV!

Dr Kelly said: "Lord Winston is one of the great thinkers of our time and it was a delight to reflect on his observations and enjoy the way he presented scientific issues in such a fun way. It's always a particular pleasure when the great and good make a special effort to reach out of the London and Westminster 'bubble' to our part of the world."



Anne Tate, Chamber Northern Lincolnshire Manager, was honoured to receive a 2019 Special Achievement Award from networking group Workwise Women, for Services to Business and Commerce. Also seen in the picture are Workwise Women founders Lindsay Henson and Sarah Brattan. The Award was presented at The Othello Restaurant in Grimsby.



# A Grand Day Out

Hull and Humber Chamber of Commerce energy partner; LG Energy Group had the pleasure of hosting Chamber Members, at Drax Power Station. The day included presentations on biomass, sustainability and electric vehicle charging; followed by a tour around a facility that generates approximately 11 percent of the UK's power supply.

During the trip round Drax Power Station, which was built in two halves during the 1960s and 1970s and was previously the largest coal fired power station in the United Kingdom, Chamber Members were shown the substantial investment which had gone into the plant and how the station had adapted to reduce its carbon footprint. Much of the investment had gone into replacing the station's dependency on coal as a fuel source with more environmentally friendly sustainable biomass.

The Members also got to see and hear about Drax Power Group's exciting Carbon Capture Storage initiative, which, if scaled up, will make Drax Power Station one of the first power stations to be classed as carbon negative in terms of its emissions. The Carbon Capture process is based on Leeds-based C-Capture technology, and is a collaboration between Drax



Power Station and Leeds University's School of Chemistry.

In the afternoon talks were given on the sustainability of the biomass burnt at Drax, including its sourcing from carefully managed forests in the United States, and its transportation to the site in rail wagons

designed specifically for biomass. A further talk and discussion was held on the subject of electric vehicles (EVs), their adoption rates and the changes to national infrastructure which will be required to support an ever-increasing fleet. In terms of industrial vehicles, such as lorries, it was thought that rather than batteries being utilised, it was more likely that they would be run on biomethane or hydrogen. The talks were followed by a lively debate on the subject matters covered, which many Members readily participated in.

LG Energy Group and the Chamber wish to thank Drax Power Group for their hospitality, the tour and the talks from the subject matter experts.

In the words of a certain Mr. Wallace and Gromit it was "a grand day out".

# Beverley Building Society Supports School Team's Sporting Prowess



Sam Wright, left, with Austin Green

Beverley Building Society has sponsored new shirts for Beverley Grammar School Sixth Form's football team.

The Society has donated £400 to fund a new shirt for each team member, to ensure they look the business as they prepare for their most challenging season yet.

And the gift was inspired by one of the Society's

newest staff members, Austin Green, who has just joined the Market Place-based Society after completing his A-levels at the school.

The donation was made as part of the Society's commitment, as a mutual, to supporting the communities where its members live and work.

Chief Executive Karl Elliott said: "We know what a vital part sport plays in the wellbeing of young people in all sorts of ways. The school contacted us to see if we could help and, with Austin joining us recently, fresh from the sixth-form, it seemed appropriate for us to step in."

Sam Wright, the School's Sixth Form Pastoral Manager, has put heart and soul into developing the sixth form team since taking on the role just over a year ago, and is really proud of the progress they have made.

Sam, whose mum Annette is one of the Society's mortgage managers, said: "I've concentrated on building this team because, while our pupils have sports lessons as part of the curriculum in the younger years, they don't in sixth form. Yet physical activity is really important for their development, in terms of social life, self-confidence, fitness, and also

dealing with the pressure of preparing for their exams.

"They've just had an amazing year, and are unbeaten with the exception of one school in the region. As a result, they're moving up into the inter-college league this September. They've built up a strong reputation and the coming year will be a positive new challenge for them. That's why I wanted them all to have new kit, without worrying about cost, and we're really grateful that the Society has heeded our request for help."

As a former pupil himself, Austin, who is training as a mortgage consultant with the Society under its apprenticeship offering, is proud that his former school's team will be sporting the Society's logo.

"Beverley Grammar has a really good sports offering and I had the opportunity to get involved in things from softball to rugby and football during my time there, so I know first-hand how beneficial it can be to students' development.

"So, now that I've joined the Society, the fact we're involved in helping the sixth form team out means a lot."

## Alessandro Caruso Architects (ACA) and Zenith Development Group Complete Hull Royal Infirmary Office Development for NHS Staff

Alessandro Caruso of ACA, explains: "Suite 36 was part of Hull University Teaching Hospitals NHS Trust's estate rationalisation programme, aiming to improve efficiency and enhance work environments for clinical teams.

"The brief was to create a high specification working environment which is accessible, sustainable, and stimulating for staff to enjoy and feel proud to work in."

Suite 36 is a second-floor office development designed to host a mixture of health and wellbeing services, including Hull City Council and East Riding of Yorkshire Council, social workers, Humber mental health team, corporate nursing, patient experience staff, and a call centre for patient referrals.

This wide mix of stakeholders meant one design would not suit all, so the project has focused on defining spaces and future flexibility.

The scheme comprises approximately 900sqm of open-plan office space for 120 workstations, including video conferencing facilities, meeting rooms, and all associated accommodation.



For the project, ACA used design principles contained in WELL Building Standards, which favour a simple layout with efficient circulation spaces, aesthetically-appealing interiors, and motivating environments which holistically support health and wellbeing.

Calum Preston of Zenith Development Group, comments: "The people who save lives; piece lives back together; support families in their time of need; provide dignity and care at the



end of life - these are the people we had in mind when designing and realising Suite 36.

"The brief solved the problems staff faced before, namely a lack of storage; departments working remotely and individually; dated office environments that were no longer fit for purpose; and non-descript spaces.

"They now enjoy functional, zoned spaces that provide a healthy environment, increasing the wellbeing and productivity of the workforce."

# Reactive vs Proactive: How Are You Helping Your Customer?

If you ask me, there are two distinct ways you can be of service to your customers: provide customer support and work to achieve customer success.

You certainly need both that's for sure. And a lot of businesses are doing a pretty good job of Customer Support, but what about their customer success?

From my experience a lot of companies don't focus on this crucial area and often don't understand the term and certainly not the difference!

It's really easy to see Customer Support and Customer Success as separate parts of your process. Nothing could be further from the truth.

Let's start by defining what we mean by these terms.

Support is Reactive; Success is Proactive

**Customer Support.** This is the reactive response to a request and generally has a start and end point.

For example, they ask a question about the best way to use your product. You answer their specific question, maybe providing a few extra examples or tips. And then the interaction is done. You both go your separate ways.

**Customer Success.** This is far more proactive and involves reaching out to build relationships. The process often does not have a specific end point, what you are more likely to have is a milestone along the way.

Going back to the example of a customer asking about product use, instead of ending your interaction with a few tips, you recognise that this is only the first milestone achieved. You will plan on getting in touch in a few weeks or months to see how they got on, maybe send through information on more advanced techniques down the line.

In another few months, you'll probably get back in touch with a new product or use case to make sure they are getting the best value from your business. You will use these touchpoints and milestones to build the relationship.

## A Minor Difference

They both have similar goals in helping the customer with their interactions with your company, product, or service. The big difference is that Customer Success focuses on the long-term relationship building.

You still might 'solve a problem' (i.e. provide support) as part of your success strategy but you're playing the long game and this solution is just a milestone to the greater achievement of genuine customer satisfaction.



Don't get me wrong, both are crucial and I think Customer Success relies on a good foundation of Customer Support. But what companies need to recognise is that they need to bring the two even more in line, working closer together than ever before.

We live in a world where Customer Satisfaction and Experience is overtaking price and functionality as a key driver to business acquisition and retention. So you can see how keeping your existing customer on board (as well as acquiring new clients who have become dissatisfied with their current provider) is not only necessary for continued growth but makes for a much more powerful differentiator.

## Managing engagement

What can you do to increase customer success without being overbearing or an irritation to your customers?

In my opinion there are two questions: where do you put your focus? And what practical things need to be in place to achieve this?

The key take away is that you need to focus on your customers' wants and needs, rather than just what's good for you and your business. As your Customer Success strategy develops, your customers' wants and needs will go hand in hand with your business goals.

Additionally, there are two practical things your business needs to offer world class customer success, regardless of the size of your business: (1) up to date and accurate data and (2) the technology to allow the outreach in the most appropriate way.

Put simply, having the data to allow you to segment your audience and make any

communication meaningful and appropriate is super important. Similarly, having the technology to allow you to segment this data and then reach out with an appropriate message makes the whole process worthwhile for both parties.

## What we do

Looking at my own business, we have found that there are two key elements that really make up the foundation of what our customers are looking for in their relationship with us.

First, we get the onboarding right. If people learn how to use the system, feel confident with it early on, the conversations down the road become much more productive. This is because they are focusing on what the system can do for them, rather than how they can use it.

The second thing we must get right is to offer a high level of accessibility to the team here in the office. That doesn't just mean support, but also for consultative advice. They want us to react in a quick and reasonable way.

These two elements always keep our customer engaged and help illustrate that we care about how they are using the system.

To talk to a member of the OpenCRM team about how CRM software can benefit your business, call **01748 473000** or visit us at **www.opencrm.co.uk**



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



# The Complex Issue of Cold Store Premises

Fit-for-purpose premises are vital for the majority of businesses. Wendy Spalding, a Partner within the Commercial Property team at Wilkin Chapman solicitors, offers the benefit of her in-depth experience to highlight the issues that can arise within the food processing sector.



Wendy Spalding

Cold storage is among the oldest methods of food preservation and in 1875 the invention of the ammonia refrigeration system gave rise to commercial refrigerated warehousing and freezing – a revolution within the sector. Of course, capacity, methods of delivery and demand have come a long way since those days and with that growth has come regulations that simply must be adhered to.

As a result, the availability of buildings that can meet the relevant requirements are likely to be highly sought after across both sides of the Humber bank, where there are approximately 500 food-related companies – one of the largest concentrations of cold storage facilities in Europe.

With the above in mind, it is interesting to review a case that I have recently handled – not actually in this region, however it serves as a perfect example. The client in question had operated a cold store facility on an existing site for many years, but it was only when they wished to expand that we discovered the landlord had never obtained the correct planning permission.

What resulted was a time-consuming exercise during which we negotiated, on behalf of the tenant, insisting that the landlord apply for a certificate of lawful use. We were able to do so, under legislation, on the basis that the use had been continuous for more than 10 years. An unsuccessful

**“Our commercial property solicitors can advise on all types of property transactions, making management of one or multiple sites much easier for you. This includes the sale and purchase of commercial property, planning agreements, options, leases, licenses, and issues arising from residential, commercial and industrial developments.”**



application could have seen the relevant local authority take enforcement action as the client was operating in 'breach of current planning', and the lease could have been terminated. If we had not raised this with the landlord before completion of the new lease, the risk would have fallen solely on our client.

Such a move would have seen our client lose a significant amount of money in terms of closure of their operation and the costs of the new lease, such as stamp duty land tax paid on the lease, which is not returnable if a lease is surrendered early, assuming that the landlord would accept a surrender.

Aside from the above critical issue, which was fortunately sorted to everyone's satisfaction, we negotiated several other important matters on behalf of our client, which included the alterations required for the expansion (remember, alterations will often need a landlord's consent to install). It is also normal for any tenant to remove alterations at the end of the term of the lease. Our client didn't want to incur those costs and therefore we sought a non-reinstatement clause. Nor did they want their fit out included in the value of the premises when it came to the next rent review and we call this 'disregarding the works at rent review'.

It is important also that any building's fabric and design are of a high enough spec to conserve energy, and to prevent any escapes through poor insulation or unsuitable doors. This was another factor for our client, with one roof in very poor condition and containing asbestos, which they did not want to disturb when installing new equipment.

Other factors include a requirement for detailed health and safety risk assessments that are reviewed annually, and energy costs. Typically, 20 to 30 per cent of running costs depend largely on the age of refrigeration and lighting equipment – the latter accounting for up to 65 per cent of those costs. Bearing this in mind, operators will want to broker their energy costs and probably enter into forward contracts to fix those costs.



For advice on any element of commercial property, Wendy can be contacted on **01472 246658**, email [wendy.spalding@wilkinchapman.co.uk](mailto:wendy.spalding@wilkinchapman.co.uk) or visit [wilkinchapman.co.uk](http://wilkinchapman.co.uk)

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# Britcom Stalwarts Retire After Over 40 Years at East Yorkshire Firm

Commercial vehicle dealer Britcom has waved goodbye to two long-standing staff members who clocked up over 40 years at the East Yorkshire firm.

Terry Jewell first joined Britcom 25 years ago as a truck valet, and rose through the ranks to become the business' site manager.

He is joined in retirement by Dave Wilson, whose 17 years at Britcom has seen him grow into one of the company's best-known faces.

Britcom is one of the UK's leading exporters of used commercial vehicles and plant equipment. It sells second-hand trucks, trailers and vans to customers in 65 countries across the world.

Chris Urwin, joint MD at Britcom, said: "As a company, we have been very fortunate to employ Terry and Dave for such a length of time and couldn't have wished for two more loyal and committed employees, so we hope they enjoy their well-earned retirements."

Terry Jewell joined Britcom 25 years ago as a truck valet.

Britcom quickly realised that Terry could contribute much more, and has since been the business' site manager.

His role has seen him be responsible for organising transport, managing the yard at the 14 acre site in Market Weighton and supervising the valeting team.

Terry has always taken a hands-on approach, Britcom said, and was often seen up a ladder



*Pictured from left: Britcom's Paul Mercer, Joint MD; Dave Wilson; Terry Jewell and Chris Urwin, Joint MD. Image: Britcom*

cleaning vehicles or taking photos and everything was done with great attention to detail.

"There is no doubt that his wide variety of skills and wit will be sorely missed by everyone," the company said.

His colleague Dave Wilson joined Britcom 17 years ago to deliver Britcom trucks and trailers to ports and customers across the UK.

"Dave was a great ambassador for Britcom during his travels and upon the announcement of his retirement, messages came flooding in via social media – not something Dave himself has embraced as

yet, but it is clear to see that people far and wide, both inside and outside of Britcom have great respect for Dave," a statement from the business said.

The pair's retirement was celebrated at Britcom's head office in East Yorkshire with a presentation to mark their combined 40-plus years at the firm.

Britcom also operates from sites at Manchester, and serves customers across the UK and the world.

It employs 85 people in the UK and in Kenya, where it runs sister company HVPS.

## The Lincolnshire Refugee Doctor Project



The Lincolnshire Refugee Doctor Project is a Community Interest Company, established in 2016. Its aim is to support medically trained refugees to work within the NHS. The programme, due to start in October this year, will provide the

necessary educational and social support for Doctors to achieve GMC registration. First and foremost, LRDP is a humanitarian cause and endeavours to make this a Community project. We are working with other organisations and charities within the Community, as well as the local trusts, to ensure the doctors and their families, who have been relocated to North East Lincolnshire, are provided with a safe haven and the relevant training to deliver a safe

and knowledgeable workforce to care for the people of North/North East Lincolnshire.

If you or your organisation would like to participate in some way, then we would love to hear from you. Please either visit our website [www.lincsrefugeedoctors.co.uk](http://www.lincsrefugeedoctors.co.uk) or contact the Programme Manager at [muna.abujaber@lrp.org.uk](mailto:muna.abujaber@lrp.org.uk). For regular updates please visit our social media pages on Facebook, LinkedIn, Instagram and Twitter.

# Research and Development Tax Relief – Updated HMRC Guidance for Software and IT Projects

We've teamed up with Annette Beresford from Jurit LLP, who have recently been awarded 'Most Pragmatic Legal Solutions Provider 2019' in the UK Enterprise Awards, to write this article as we share a very similar client base.

Updated HMRC guidance on claiming Research and Development (R&D) Tax Relief for software and IT projects highlights the importance of considering the availability of R&D Tax Relief at the start of a project.

For companies operating in the technology sector, R&D Tax Relief can be one of the most valuable reliefs available. At current rates, a company that is a 'small or medium-sized enterprise' (SME) can qualify for tax relief at 230% of the qualifying revenue expenditure incurred in the relevant accounting period. Loss-making SMEs also have the option of surrendering some or all of the loss relating to qualifying R&D expenditure to HMRC, in return for a R&D Tax Credit.

Larger companies that do not qualify as SMEs and also those SMEs that have been subcontracted to perform R&D, by either a large or international company, or who have received grant funding for their own project, may instead be able to claim a R&D Expenditure Credit (RDEC), given 'above the line'. This means that, instead of a super-deduction, a taxable credit is recognised as an additional "income" (currently at 12% of qualifying R&D expenditure), which is then set against certain tax liabilities of the company (in a prescribed order), with any remaining net credit being repaid to the company.

One of the trickier aspects of claiming the relief has always been identifying (and evidencing) qualifying R&D expenditure. The expenditure must relate to 'research and development', as defined by reference to the relevant accounting standards, subject to modifications set out in R&D guidelines maintained on the Department for Business, Energy and Industrial Strategy (BEIS) website.

For expenditure on a given project to qualify for R&D Tax Relief, it is a prerequisite that the project represents an advance in science or technology and that the activities to which the expenditure relates contribute to such advance through the resolution of scientific or technological uncertainty. In addition, there are detailed rules on the types of R&D expenditure that can qualify (such as, among other things, the cost of qualifying staff involved, agency workers engaged, consumable stores used and software licence fees).



With regard to demonstrating eligible activity for software and Information Technology projects, HMRC has recently published updated guidance, including some case studies which aim to show how companies might consider whether they are eligible for making a claim. The case studies are intended to be examples of how similar companies might identify the boundaries of R&D.

Relevant points which feature in the case studies include the following:

- Are the relevant R&D activities part of a wider project and, if so, where are the boundaries between R&D and other activities?
- What technological advance is the project seeking to achieve / what technological uncertainty is the project seeking to resolve?
- Will there be an overall advance in technology (and not merely an extension to the relevant company's own knowledge)?
- Is an approach to resolving the relevant technological uncertainty already known and publicly available or 'readily deducible' (as judged by a competent professional working in the field), in which case R&D Tax Relief would not be available?

- At what point will the relevant technological uncertainty be considered to have been 'resolved', so that subsequent activities would no longer qualify?

It is clear from the case studies that the devil is in the detail and that companies intending to claim will do well to consider, at the start of a project, to what extent expenditure will be 'qualifying R&D expenditure', and to identify 'grey zones' and potential difficulties at that point. This will allow work streams to be structured so as to facilitate demonstrating that relevant qualifying activities have been performed.

Please note that this information is of a general nature and should not be considered or relied on as legal or tax advice. If you have any specific questions concerning this updated guidance or any other aspects of R&D Tax Relief, please reach out to a member of the Jurit LLP tax team (e-mail: [info@jurit.com](mailto:info@jurit.com) or dial **020 7846 2370**) or to Simon Bulteel at Cooden Tax Consulting (e-mail [info@coodentaxconsulting.co.uk](mailto:info@coodentaxconsulting.co.uk) or dial **01424 225345**), quoting Business Intelligence Magazine.



# Chamber Signs Up to Help Power Zero Carbon Humber Ambitions

Hull & Humber Chamber of Commerce Chief Executive Dr Ian Kelly signed up, in Hull, to a future partnership between Drax Group plc, the National Grid and specialist carbon capture experts Equinor. The partnership's ambition is to make the Humber one of the first carbon neutral economies in the world.

Dr Kelly said: "The Humber's economy is still a heavy polluter because of its current role as the UK's Energy Estuary, focused on keeping the wheels of northern industry turning and the UK's lights on at night. But we are also at the cutting edge of a carbon reducing transformation thanks to the new offshore renewables industry led by Orsted, Siemens, ABP and others."

Dr Kelly added: "These are exciting times for our part of the world and we are keen for all businesses in the Humber to play their parts in creating a more environmentally-friendly future."

The Chamber created the Humber Local Enterprise Partnership quango in 2011, on behalf of the Government in order to unlock business-friendly Enterprise Zones to support the renewables sector.

The Chamber is delighted that a refreshed carbon capture offer from Drax and its national partners will now pioneer a new ambition for a Zero Carbon Humber which could lead the world.

The Humber economy generates £18 billion each year for the UK economy, driven largely by its expertise in industrial processes. The Humber's industrial economy is the biggest in the UK, employing 55,000 people and, by 2030, the UK would need to be storing 10-million tonnes of CO<sub>2</sub> per year to stay on track to achieve a net zero economy.



Dr Ian Kelly pictured left, 'signing the pledge' for a zero CO<sub>2</sub> economy with Will Gardiner, the CEO of Drax Group plc

## CASE Supporters to Join Guests at Chamber Networking Lunch

A charity which supports people from Hull and areas of the East Riding who have learning disabilities will unveil details of its 35th anniversary celebrations when it takes centre stage at the Chamber networking lunch next month.

Steve Rusling, Marketing Manager at CASE Training Services, will be joined by members of the charity's business support group to promote its work and to outline its 2020 programme.

Steve said: "CASE is a big supporter of the Chamber and we place a high value on our partnership. We have sponsored the Chamber's annual general meeting lunch on a number of occasions in recent years and we plan to take that opportunity again as one of our big activities next year.

"But we are also eager to get Chamber Members on board in advance as we approach our big anniversary year and we hope to announce some of the special events at the lunch and update businesses on how they can get involved."

The 2020 schedule will set out to celebrate the success of CASE over the last 35 years, showcase its activities across Hull and East Yorkshire and increase support for the charity and the local people who use its services.



*Trainees at CASE preparing to celebrate the charity's 35th anniversary*

The business support group – which includes Chamber Members Jelf Insurance, Jupiter IT, MWS Business and MKM Building Supplies – is exploring opportunities for local companies to work with CASE as charity of the year and by providing secondees to share expertise.

Steve said: "We'll be telling people about our famous pop-up restaurant, our annual

dinner and various new activities which we hope will appeal to businesses and the wider community."

The Chamber networking lunch will take place at the Mercure Hull Grange Park Hotel in Willerby on Friday 29 November. To book call the Chamber on **01482 324976** or visit the events section of the website.

## Daisy Appeal Urges Donors to Double their Money Through 'The Big Give'



*Work in progress at the new Molecular Imaging Research Centre which will open at Castle Hill Hospital next year*

A charity which has turned the Hull and Humber area into a UK-leading region for the detection of cancer, heart disease and dementia is urging funders to take advantage of a scheme which will double their donations.

The Daisy Appeal has signed up to The Big Give Christmas Challenge, which is the UK's biggest online match funding campaign. For seven days it offers supporters of participating charities the opportunity to have their donation doubled on **theBigGive.org.uk**.

This year's window will open at midday on Tuesday 3 December and donors will then have until midday on Tuesday 10 December to make their contributions.

The Daisy Appeal has already raised millions of pounds to fund cutting-edge research and state-of-the-art equipment and facilities. It is now working to bring in more money to build and equip a radiochemistry and cyclotron unit at Castle Hill Hospital, Cottingham, which will serve people throughout the Humber region.

Money has come from a wide variety of sources, from people completing challenges such as the

Great North Run to businesses and individuals making small or substantial donations, from the Lulu gig at the Bonus Arena to a fashion show at the Wat's On boutique in Willerby.

Claire Levy, Fundraiser for the Daisy Appeal, said: "The Daisy Appeal relies on the amazing commitment of people and businesses to help to reach its fundraising target and complete the £8.2m radiochemistry and cyclotron unit so we can produce our own radioactive tracers.

"The Big Give presents us with a fantastic opportunity to double the value of donations if we get the timing right. We are raising awareness among people who are organising events in aid of the Daisy Appeal now, and we hope more people will be encouraged to join in when they realise they can double their money."

To find out more about the Daisy Appeal please visit **www.daisyappeal.org**

# Security Solutions for People, Property and Peace of Mind

Our specially designed Rapid Deployment CCTV towers have been developed to provide security to areas which are largely inaccessible by wired CCTV Systems.

Housed within a single unit, the Rapid Deployment CCTV system features a variety of cutting-edge security technology and can be mounted with CCTV cameras and/or Floodlights depending on the situation. Extendable to 6 metres, the tower is suitable for a number of purposes, with everything stored safely inside the one unit.

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- 4G Mobile Router



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# Keeping it Simple

“Don’t overcomplicate your health & safety paperwork systems, keep them simple,” advises Mark Dalton, Director, Broadgate Safety Consultants Limited. “I have seen numerous examples of out of date certificates or missing records because business owners can’t see the wood for the trees.

“We help clients simplify their systems, track renewal dates and save them time and money by streamlining their management arrangements. We work with many clients to prepare for third party accreditations such as CHAS or Constructionline where supporting documents are mandatory, or for health & safety inspections by insurers.”

Some health & safety documents are legally required such as risk assessments, a health & safety policy and examination certificates for lifting equipment and pressure vessels. Other essential reports are for inspections of the workplace and workplace equipment, and training records for employees. All documents should be kept up to date, signed by employees where relevant and be easily accessible.

Broadgates Safety Consultants Limited work closely with clients in all sectors across the region to focus on what is appropriate for their business and to ensure employers have all the records they need to be compliant.

For a free consultation to discuss your needs, contact Mark Dalton:

t: **07756 612761**  
 e: **mark.dalton@bgsc.co.uk**  
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Mark Dalton



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@PAPI\_project PAPI - Product and Process Innovation



# Annual Report Highlights The Deep's Economic and Environmental Success

The latest annual report from a leading tourism attraction underlines its contribution to the regional economy and its commitment to the environment.

The review of activities at The Deep during 2018 highlights its continuing popularity, welcoming more than 447,000 visitors over the 12-month period, and its commitment to conservation and education.

Katy Duke, CEO of The Deep, said: "We are a conservation and education charity and home to over 5,000 animals across 245 different species.

"Since opening in 2002 we've been a significant economic driver for the city, attracting 7.5 million visitors, supporting events, engaging with local communities as well as providing formal and informal education.

"We are self-funded, operating from revenue generated through our attraction and business centre."

The Deep Business Centre provided services to 225 employees working for the client

companies during 2018. Of those businesses, half have been in occupation for at least five years and 36 per cent for more than 10 years.

Support for the wider business community came from the Centre's sponsorship of Humber Business Week and its role as a venue for meetings, interviews, training days, seminars and conferences for 97 local, national and international organisations.

The centre increased its commitment to the environment by ordering milk in glass bottles, cutting plastic waste by 1,895 units and now targeting paper waste.

Freya Cross, Head of Business and Corporate at The Deep, said: "The review is an opportunity for us to look at what we have achieved and to set new targets. The environmental campaign is a good example, as we strive to build on the success of our drive to reduce the use of plastics by evaluating other areas for improvement, such as replacing paper towels with low environmental impact hand dryers.

"The report shows that the whole site is making a big contribution to the city and the region, supporting tourism, business, education, the environment and a variety of community concerns."



*Freya Cross, Head of Business and Corporate at The Deep, highlights the commitment to reduce its use of paper following its success with plastics*

## Is Hull Set for the Electric Dream?

It's official: The Council is looking at how Hull can be made electric vehicle (EV) friendly. It won't be easy and the infrastructure could be a massive undertaking, but, with the government putting pressure on councils to clean up their air, manufacturers looking at EV futures and drivers choosing them, it makes sense.

At Coversure Hull we've been looking at the viability of electric vehicles for some years. So, what are the challenges ahead? Here's a few things to consider:

- **Charging Points** – according to Zap Map there's just 20 charging points in Hull serving 284,000 people. An easy solution could be to do as they have done in Liverpool and attach charging points to lamp posts. Northern Powergrid have confirmed they're ready for the extra demand so this could be an easy and cost-effective way of solving the charge point challenge.



- **Hauliers** - Hull, like much of Yorkshire, has a huge haulage industry – it contributes about 11% to the economy. Unlike cars, electric trucks remain rare, though Renault, DAF and Tesla have models, so, if electrification is to happen, truckers will need more time to make the switch.
- **Commercial Vehicles Drivers** - electrically powered commercial vehicles (CV) – vans, flatbeds, farm vehicles and the like – are here. This is good news as the running costs on these is significantly lower. The DoT estimates the cost of charging an electric van, such as a Nissan e-NV2000, is

around £1.50 and on that you'll be able to drive 100 miles. A diesel equivalent would cost around £12 to do the same miles.

- **Taxi Drivers** - for most, switching to an electric vehicle should be a natural progression. Most cabbies have standard cars and as the cost of EVs comes down, the marked savings in running costs should make choosing an EV common sense.

### **Electric Vehicles: Good News For Hull? YES!**

Hull's air is becoming increasingly unhealthy and is contributing to the 65,000 premature deaths that occur annually owing to pollution. Add in the cost savings and EVs are a no-brainer. If we can support the Council's efforts by choosing EVs, then we can look forward to a cleaner, greener Hull.

t: **0800 977 6037**



At Neil Lee Training we deliver a range of bespoke professional training courses for Health & Social Care organisations, which are both practical and enjoyable.

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*I Beverley (Assistive Technology Co-ordinator)*

"I felt this has been the best safeguarding training I have had to date. As a newly qualified social worker I wish I had had training of this quality whilst doing my social work degree."

*K Hakansson (Social worker)*



**At Neil Lee Training we deliver a range of bespoke professional training courses for Health & Social Care organisations, which are both practical and enjoyable.**

*This includes the following topics;*

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**Please contact us for a quote**

# Reduce, reuse, remake and recycle



Business sustainability is essential to the long-term prosperity of companies, but what does this mean in practice and how is sustainability defined?

Sustainability is about minimising the negative impact businesses have on people, communities and the environment.

From an environmental point of view, in striving to be more sustainable, businesses need to consider how they are using the earth's precious natural resources and how they can reduce, reuse, remake and recycle these resources as much as possible. Thereby working towards a circular economy, rather than the linear model which once prevailed, where resources were consumed and then dumped into landfill.

Doing so is a moral imperative, as the climate activists have reminded us – there is no planet B. However, being more sustainable also makes good business sense. Why so?

Firstly, consumers are actively seeking out environmentally friendly alternatives for the products and services they purchase. By reducing your business's impact on the environment, you are making your business more attractive to consumers. Taking an environmentally responsible approach to business may help your business stand out from competitors.

Being more sustainable could also make your business more robust. Greater energy efficiency



is likely to reduce your energy bills over time and improve your company's bottom line. Whilst employing renewable energy may also make your business less susceptible to the vagaries of the oil market, enabling your business to be more self-sufficient and resilient too.

However, business sustainability can also be understood to embrace additional considerations too. The World Economic Forum's white paper on sustainability highlighted a broader understanding of the concept which embraces human rights, the empowerment of women, the

rule of law, corruption, consumption and supply chain practices, in addition to environmental considerations.

Taking this broader view of business sustainability is important both because it's the right thing to do and because it serves businesses' long-term commercial interests. There is much research to show that diverse company boards, for example, make more robust business decisions, so it is in your interests as a business to empower women and other underrepresented groups.

Looking at your supply chain practices can have many business benefits too. Using local suppliers, for example, can help the environment by reducing journey times, but it may also cut down on your logistics costs, give you greater transparency and control, more flexibility and provide support for the local economy too.

The WEF white paper serves as a touchpoint from which companies may frame their discussions on sustainability and plan meaningful actions in these areas. Companies should be looking to apply this broader concept of sustainability to minimise the negative impact they have on the environment and the communities in which they operate, but also because it makes good business sense.



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YOU BURN  
THE MORE  
YOU EARN**

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During September's UK Recycle Week, we speak with **Jack Lavington**, Operations Director at **Ellgia Recycling** about the importance of recycling for businesses, the key things businesses should consider when choosing a waste management partner and the idea of waste-derived fuel.



**Morning Jack, to start with what is your role at Ellgia?**

As the Operations Director at Ellgia, I am responsible for the delivery of our commercial

collection fleets across the region and the site management for our four processing facilities across the East of England. Each of these plants has a permitted processing capacity of over 360k tpa.

Along with the efficient, compliant and safe delivery of these services, I am responsible for the manufacture of our waste derived fuel products from our main waste processing hub in Scunthorpe. To ensure we align processes with our customers' requirements, I am also responsible for our commercial sales teams and the delivery of our organic growth across the business.

The key to our success is the delivery of the highest quality of products, be that waste derived fuel or recycling commodities. Maintaining the highest possible quality ensures maximum value and continuity of outlet, so it remains a key part of my role to ensure these standards are met and maintained.

**We are all aware of what we can do as homeowners and individuals but what are the practical things that businesses can do to increase their recycling?**

The two major challenges for recycling at home and the workplace are education and quality control. There is a lot of confusion

about what we can and can't recycle? What is the difference between the various plastic materials? Can we tip food waste? Why are collection rules different from one council to another or one commercial collection company to another? All of these differences make a consistent approach to recycling across the industry more challenging.

In a commercial situation the recycling mix can change depending on the value of recyclate and the cost of post collection segregation. Therefore we recommend source segregation at the customers premises prior to collection if this is financially viable. When volumes allow this approach, we ensure that the maximum value can be obtained for clean product. The alternative is the costly post collection separation, where the product quality will have deteriorated.



The key to sustainable recycling for businesses is to work with a waste and recycling partner who uses the waste hierarchy to process your waste, designs processes that eradicate waste and fit in with your business culture, find different uses for any residual waste

material and help you change raw materials in your business to ensure a maximum recycling opportunity.

This approach can be applied to any business, regardless of size.

At Ellgia we train our sales teams to work on the best solution to suit the customer, not what's best for us.

A major issue for many of our customers is getting buy in from their employees on what can be recycled and what happens to materials once they are collected. Part of our ongoing support to our customers is to host awareness days on site for staff.

**Despite doing their best some businesses find their waste has not been recycled but has been dumped or sent overseas. What can they look out for when selecting a waste management partner and what questions should they ask?**

The responsibility for ensuring waste is dealt with legally and compliantly doesn't finish for waste producers when the waste leaves their site. Under current legislation the waste producer has a responsibility and a duty of care for the following:

- That they are satisfied that their waste partner is registered and permitted to collect waste

**Waste producers have a responsibility and duty of care**



Improve your businesses green credentials, give us a call on **01724 277299** or email sales **@ellgia.co.uk**

- The waste is described correctly and that is being processed at a facility that is permitted to accept the materials you are disposing.

As a minimum waste producers such as businesses need to satisfy themselves that they are working with partners who can offer a “cradle to grave” solution for their waste. Giving them comfort that their waste and recycling is collected, processed and disposed of in fully compliant facilities.

.....  
**We are completely transparent with our customers...**  
.....

We are completely transparent with our customers, via our on-line portal. Customers can see where and how we process waste. They can also be assured that our quality recycle and fuel are only destined for fully vetted, sustainable outlets to ensure our customers can have peace of mind.

**There has been a lot in the news about waste being an alternative fuel and a viable alternative to supporting the generation of power. How close is Ellgia to producing waste-derived fuels?**

Waste as fuel is a real deliverable alternative to historic and more traditional routes for waste that can't be recycled. We are already producing two types of fuel from our major waste processing hub in Scunthorpe.

We take the residues that can't be recycled and through mechanical separation

.....  
**We are already producing two types of fuel from our major waste processing hub in Scunthorpe.**  
.....

processes, extraction of key materials and physical transformation we can produce two different types of waste derived fuel **Refuse Derived Fuel (RDF)** and **Solid Recovered Fuel (SRF)**. These are produced to very tight specifications that define the calorific value, moisture content, chemical composition and particle size that can be used in energy recovery facilities within the UK and across Europe to produce heat and electricity.

Our processes allow us to mine the material for whatever recycling value may still be left in the waste and transform what is left into a useable material and away from damaging landfill disposal options.

This allows us to manage a wide range of customers waste streams and ensure we are producing the highest quality product. We believe our significant investment in infrastructure and processing equipment enables us to give our customers that cradle to grave comfort that their waste is managed compliantly and to the highest possible environmental standards.

**No business interview is complete without mentioning Brexit. How will leaving the EU impact Ellgia and the waste sector?**

The honest answer is, we don't really know how it will affect us in the short term. We

do have routes into EU member states where we are already sending recycle and fuel for final processing. There may be an impact on these such as the need for new processes, the addition of tariffs or even the cessation of supply.

We have minimised this risk by developing UK offtake partners for much of our fuel products and a number of recycling routes remain outside of the UK for recycling commodities.

**What is your vision for the future of Ellgia?**

We have immediate plans to expand our site in terms of its size and processing capability. This improves our ability to offer our services to a wider range of customers in both the private and public sector.

.....  
**... immediate plans to expand our site in terms of its size and processing capability...**  
.....

Ellgia has a vision to continue to work with our customers, supporting the development of recycling, transforming more waste into usable fuel and working as partners to businesses to reduce waste and improve the impact we have on the environment.

Awareness has never been so high and our customers and partners have never been more motivated to make a change which is very exciting for the future.



**WASTE AUDITING**

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**WASTE REPORTING**

**TOTAL WASTE MANAGEMENT**




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# Hull Trains are On Board for Peter Pan at Hull Truck Theatre

Hull Truck Theatre are delighted to announce Hull Trains as sponsors of their family Christmas show, Peter Pan. The partnership sees the joining of two nationally recognised Hull companies who want to give something special back to the local community this Christmastime.

The festive period will mark an exciting time for both companies - Hull Trains will launch a new £60m fleet of trains to revolutionise rail journeys from Hull to London, whilst Peter Pan will not only be the theatre's most ambitious production of the year in terms of size and scale, but is an adventure that all the family can enjoy. The support from Hull Trains will help Hull Truck Theatre to invite families and young people from areas of Hull who might otherwise be unable to visit the theatre, so that they can experience the joy and magic of Peter Pan this Christmas, without worrying about the cost.

Louise Cheeseman, Managing Director at Hull Trains, said: "We are delighted to strengthen our partnership with Hull Truck Theatre through the sponsorship of Peter Pan. As a company with Hull at its heart, we continue to champion the wonderful things that this city has to offer and the performances that Hull Truck Theatre put on only does good things for the region.



"This partnership is about showing the country that Hull is a great place to live and visit and we are proud to be involved."

Janthi Mills-Ward, Executive Director at Hull Truck Theatre, said: "As two companies born and based in Hull, this partnership is the perfect collaboration. Support from Hull Trains will enable us to create a 'First-Class', ambitious Christmas show that welcomes people of all ages and backgrounds to come together and enjoy this spectacular production over the festive period."

Hull Trains is an award-winning, open-access operator running 92 direct services a week from the Hull and the Humber region direct to the capital. You can find out more about Hull Trains at [www.hulltrains.co.uk/news](http://www.hulltrains.co.uk/news)

Hull Truck Theatre is a Registered Charity (Registered Charity No.269645). Our work can range from engaging with people in areas of deprivation to providing workshops in schools and supporting upcoming artists.

## Hullbid Backs 'We Know a Place' Campaign to Highlight City's Hidden Gems

Vibrant nightlife, dazzling dining and quirky, independent shops are just part of the story being promoted by HullBID in a campaign designed to showcase the delights of Hull city centre to people living on its doorstep and in the wider region.

The BID team joined forces with Visit Hull to present the city's attractions during spring and summer with a package of promotional messages using various forms of media, from buses to bloggers and from the Paragon Interchange pod to print media.

Enticing people with the phrase 'We know a place... discover everything Hull has to offer', the partners initially targeted areas within a 45-minute drive of Hull, with Visit Hull then extending the reach to two-and-a-half hours from the city.

Advertisements appeared at Doncaster Sheffield Airport and on ticket barriers at



**HullBID and Visit Hull campaign on the buses and at Doncaster Sheffield Airport**

railway stations in Manchester. Closer to home the campaign covered radio advertising, billboards and a brochure with a print run of 50,000.

Now the partners are building on the success of the spring/summer drive to promote the autumn/winter attractions, with content from

this year already earmarked to promote the city during 2020.

Meredith Trowsdale of VisitHull said: "The feedback has been brilliant. The web analytics indicate that more people are looking at Hull online, they are viewing more pages and staying on the site for longer."

Catherine Goble, HullBID Marketing and Events Co-ordinator, said: "We aim to cover as much as we can to highlight the city's permanent attractions and encourage people into seeing the city centre as a great day out."

"Locations and attractions which feature include Hull Marina, The Deep, Freedom and the Yum! Festival We are promoting our city's appeal to people of all ages and showing its character as a city of history and adventure which really does have something for everyone."

# Printing the ‘Journey of the Champions’ for Lincoln City FC

Lincoln City Football Club have started a new season in the third tier of English football, for the first time this century! City have had unconditional support from the people of Lincolnshire in reaching this milestone.

That support extends to family business Systematic, from Caistor. They have led the production of a limited-edition book titled ‘Journey of the Champions’ charting the team’s memorable 2018/19 season which saw The Imps lead the way in League Two and then onto the Championship title.

The new 136-page book features match statistics, team lists and many memorable photos taken by club photographers Andrew Vaughan, Chris Vaughan and Graham Burrell. They also capture the atmosphere of a bus tour that saw tens of thousands of fans line the streets of Lincoln, to show their appreciation for the team and management of the club.

It’s a hat-trick for the creative team at Systematic, who have printed ‘Impvasion’ and ‘The Journey Continues’ for the club. Key to the project team was Robert Clark, Studio Manager



**Robert Clark, Studio Manager and Joanna Taylor, Account Manager**

at Systematic, who donated the artwork for the book. Robert was introduced to the Club by his Grandad and has been a lifelong fan and season ticket holder ever since.

Systematic formatted, proof read and printed

this souvenir book with the greatest TLC. They introduced eye-catching print finishes on the cover, bringing texture to the iconic images of the team lifting the SkyBet League Two trophy.

Terry Hibberd, Media Manager at Lincoln City FC commented, “We wanted to make sure the supporters had a record of what has been another historic season for the Football Club and to be able to do that with Robert and his team was terrific. They have yet again exceeded our expectations, we’re delighted with the book and we’re glad we could work with a Lincolnshire based company to be able to give the fans something to look back on for years to come.”

Only an exclusive, short run of the books have been printed, so Imps Fans should act quickly and snap up their special copy, for sale at £19.99 in the Imps’ club shop at Sincil Bank and online.

**#ProudToBelmps**



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# THE UNIVERSITY OF HULL CAREERS SERVICE

*How engaging with our service can help your business thrive ...*



## INTERNSHIPS

Why not explore an individual's suitability for a long-term role or recruit an intern for a specific project? Internships are usually 8 to 12 weeks in duration, often taking place over the summer vacation (June-Sept), but can be flexible to suit your needs. Generous salary subsidies are available to support local employers.

## RECRUIT TALENT

With 15,000 students studying a range of degrees you'll find motivated and talented individuals with the skills and attributes that you need to help your business thrive. Advertise vacancies free-of-charge on our online jobs platform 'Jobteaser'.

Speak to us about careers fairs, talks and networking events to encourage applications and increase your visibility on campus. Engage with our e-Mentoring programme by becoming a mentor, it's a great way to enhance your own skills set whilst nurturing young ambitions.

Contact: [Careershull@hull.ac.uk](mailto:Careershull@hull.ac.uk)



The University is committed to supporting businesses and boosting the region's economy in a variety of ways, including:

- Short term research projects
- Business consultancy
- Strategic partnerships such as Project Aura
- Bespoke training
- Knowledge Transfer Partnerships
- Degree apprenticeships



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# Driver Hire Grimsby And Scunthorpe

Driver Hire Grimsby and Scunthorpe started in Grimsby in 1992 and, like most businesses, has experienced change throughout the years. Since we took over the business in 2016, we have injected some improvements, mainly to do with being more hands-on with our clients and recognition of our best drivers by rewarding them for their good customer services and reliability. We view our drivers as professionals, and like to encourage behaviour and rewards that reflect that level of professionalism.

### Driver of the Year

With this in mind, we have introduced our Driver of the Year award to recognise and reward the person who acts as an ambassador for our business. A significant £500 cash prize as well as a dinner, bed and breakfast in a quality hotel is certainly something that is worth getting. So far we have awarded this to two drivers, once in 2018 and again in 2019.

### DH Recruitment

We have also introduced DH Recruitment Your Partner in Recruitment to accommodate demand for placements in other areas of work. This is steadily growing and we are placing more people in work across North and North-East Lincolnshire. We are also able to discuss

your requirements in relation to permanent roles that you would need to fill.

### CPC Training

This year, with so many drivers needing to obtain their new CPC certificates, we have been extra busy trying to fit in everyone before the September deadline to ensure that all our drivers and our clients' drivers are up to date and can continue to work after the deadline.

As a recruitment provider we are hugely compliant and are regularly audited to ensure that we are always ahead of new legislation in our industry. The high-quality standards that we offer are something we are very proud of.

### 24/7 service

We offer a genuine 24/7 service, 365 days a year. No matter what time of the day or night you call us, you will be able to speak directly to one of us and not a Call Centre who has no knowledge of your business or the service you require.

To find out how we can help you with these services or any other way in which we can be of help to you, please call us on **01472 357171** where one of our team will be delighted to help.



# A Spine-Chilling New Ghost Walk is Launching



## Creepy tales of Beverley's bloody and supernatural past are told in The Beverley Ghost Adventure

Spooky tales of ghostly carriages, spectral figures and highwaymen are sending a shiver down the spine on a new ghost adventure in the haunted streets of Beverley.

On cold, dark winter nights, a Victorian doctor in a frock coat and top hat is giving people a fright or two on The Beverley Ghost Adventure.

The eccentric Dr Smalls, played by actor James Andrew, is telling creepy tales on eerie walks through the town's cobble streets and dark alleys.

James, who previously worked at York Dungeon, is bringing Beverley's ghostly past into the present on his spine-chilling walks.

He says: "When you delve into Beverley's dark past you discover some truly horrible tales.

"Some are so grim we couldn't include them in the tour – they made us shudder and have to stop researching for a few days until we had recovered.

"There are some streets I can't walk down now!"

Ex-Beverley Grammar School boy James, 30, has spent 18 months searching out the grisly and ghostly tales lurking in Beverley's bloody and supernatural past.

He says: "We have plenty of ghosts, poltergeists, ghostly carriages, spectral figures, highwaymen and soldiers to share tales about.

"There are dark stories about civil war and plague and spooky tales to make your hair stand on end. People especially like the story of the headless Danish soldier.

"Highwayman Dick Turpin was incarcerated in Beverley and I also like to tell his story.

"Dick Turpin is very much associated with York but I want to bring him out of the shadows in Beverley."

Beverley-born James says historic North Bar Within, especially in the vicinity of St Mary's Church, is Beverley's spookiest street.

He also tells ghostly tales around historic Beverley Minster, the Dominican Friary, the 15th century North Bar and the Market Cross, as well as in Dyer Lane, cobble Highgate, Minster Moorgate and Lairgate.

Plenty of dramatic effect and a spot of crowd participation can be expected.

James says: "Hopefully, it will be an interactive, sensory experience.

"There's no guarantee you'll see a ghost, the paranormal isn't an exact science but who's to say you won't see one either!"

James takes up to 25 people on The Beverley Ghost Adventure, which lasts up to two hours.

Tours take place on Wednesday evenings and private tours can be arranged for special occasions.

Visit [www.beverleyghostadventure.com](http://www.beverleyghostadventure.com) for information about the ghost adventure. James insists most live to tell the tale.

# Sophie Dee's Three Day Trek Through the Jungle

As part of my on-going efforts to raise money for the Mental Health Foundation and Mind UK Hull & East Riding I'll be walking in Chiang Mai, because Mental Health is a major issue which needs funding.

Whilst I'm in Thailand - November 2019 I have decided to take part in a three Day Trek through the Chiang Mai Jungle.

Between the 6th-8th November - all in the name of Charity and fully funded by myself!

This will include:

- Between 15 - 20 Hours of Trekking - 5 - 7hrs per day in Thailand's 30-degree weather
- (timings do depend on anyone else who will be joining me hopefully not-longer!)
- A Jungle trek, around and over a Mountain, trekking / cutting through Bamboo Forests, survival activities and exploring the Jungle past dark hours.

- Plus 2 Nights - 1 Night in a Jungle Camp + 1 Night in a Hill Top Village

I'm doing this for Mind UK in Hull & East Riding whom support Mental Health and those affected, including those with Mental Health symptoms and those who support them. They have helped me, family members and friends, as well as others in the area.

If you would like to sponsor me that would also be great and I would appreciate it!

I have included the link below which has more details: <https://justgiving.com/fundraising/sophie-dees-trek>

[sophie.dees@realitysolutions.co.uk](mailto:sophie.dees@realitysolutions.co.uk)





## Pocklington School Opens its Doors to a Wide Range of Guests over Summer Holidays

The school holidays have proved a busy time for Pocklington School's Domestic Bursar and his team of staff as they welcomed a wide range of groups to stay at the School's 55 acre campus during the summer.

A group of over 50 aikido enthusiasts from the UK, Germany and Belgium stayed in two of the School's boarding houses in July, for their annual summer reunion. This is the second time the group have hired the School, and they made full use of its sports hall, swimming pool and dining hall.

Paul Emmerson, organiser of the Aikido Summer Reunion, said: "Mr D'Arcy and his team have been brilliant in looking after us. Pocklington is a great location for us and the facilities are perfect for what we need."

The Army Ornithological Society also used the School as a base during their weekend stay in the area in July. Over 30 members enjoyed the facilities of the School's Fenwick-Smith boarding house and were able to hold their AGM outside the Pavilion thanks to the warm weather.

The Byas Academy hosted three sports camps at the school over the summer, for cricket, hockey and rugby. With over 100 children in total in attendance, the groups enjoyed staying in the boarding houses and using the School's 21 acres of grass pitches, two full size, sand dressed synthetic pitches, cricket pavilion and sports hall.

Later in the summer two church-based organisations, the Welcome Hall Evangelical Church in Bromsgrove and the Hull Chinese Christian Church, also brought groups to stay for their annual holiday.

Pastor Jeremy Brooks commented: "Welcome Hall Evangelical Church has been running an annual church holiday for decades and this was our fourth year staying at Pocklington School. With York, the coast, the Wolds and numerous tourist attractions all within easy reach, there really is something for everyone. The campus is beautiful, the bedrooms are comfortable (many with en-suite showers), the food is outstanding and the staff are truly delightful. We cannot recommend Pocklington School's holiday accommodation highly enough, and look forward to being back next year."

Andrew D'Arcy, Domestic Bursar at Pocklington School said: "It's been a very busy summer for our team and we've been delighted with the positive feedback our guests have given us. It's particularly rewarding when guests rebook for the following year as they've had such a great time and a wonderful testament to everyone who plays a part in making them feel so welcome."

For enquiries about hiring facilities for conferences, events and performances at Pocklington School visit [www.pocklingtonschool.com/Facilities-Hire](http://www.pocklingtonschool.com/Facilities-Hire), email [facilities@pocklingtonschool.com](mailto:facilities@pocklingtonschool.com) or call **01759 321200**.

## Rollits Recruits Senior Lawyer to Private Client Team

Yorkshire law firm Rollits has appointed a new associate to its York-based private client team.

Suzgo Kaluluma has 10 years' experience specialising in private client work and joins the practice from Hartlaw LLP in Wetherby. He is an Associate member of STEP (Society of Trust and Estate Practitioners), and a member of the Private Client Section of the Law Society and the Solicitors' Association of Higher Court Advocates.

A law graduate from Trevelyan College, University of Durham, Suzgo advises clients in relation to the full spectrum of private client work including Wills and Probate, Capital Taxation and Estate Planning, Trusts, Powers of Attorney and Court of Protection Applications.

John Lane, Rollits' partner and head of the firm's Private Client team, said: "Suzgo brings a whole wealth of experience to the firm having worked in the Yorkshire area for a number of years and I am confident that he will use his expertise and knowledge to great effect as part of the Private Capital department."

Suzgo added: "Joining Rollits is a fantastic opportunity for me. The firm has an outstanding reputation and a genuine commitment to providing the highest quality of service to clients and I am looking forward to developing that further."



Suzgo Kaluluma

# Hundreds Benefit from Ongo and North Lindsey College Partnership



Ongo and North Lindsey College have created over 950 training and employment opportunities since sharing an office.

North Lindsey College's Adult Skills team moved into Ongo's Employment Support office on Cole Street, Scunthorpe in September 2018, to improve partnership working and support more local people.

In total 951 referrals were made from Ongo's Employment Support team to Adult Skills from September 2018 - August 2019. Another success has been working together to up-skill and deliver training to more than 100 staff from nine residential homes in the area.

Maryanne Fitzgerald, Next Level Manager at

Ongo, said: "We're so proud that by working together and sharing the same values, we've been able to achieve so much, and support so many people.

"Some of our clients really struggle with confidence so it's a huge benefit to introduce them to the team, and not refer them onto a new place with new people. I believe that's massively impacted our success.

"We can't wait to continue working with Adult Skills, to benefit even more people."

Kate McDonald, Associate Director at North Lindsey College, said: "The partnership has gone from strength to strength over the last year, and it's a pleasure to be part of the team.

"Together we can provide even more opportunities and enhance skills of people in our local community, which is fantastic.

"What the future holds for this partnership is really quite exciting!"

To find out more about the Ongo Employment Support team visit [www.ongco.co.uk/employmentsupport](http://www.ongco.co.uk/employmentsupport), or to get in touch with Adult Skills email [adultskillsongco@northlindsey.ac.uk](mailto:adultskillsongco@northlindsey.ac.uk).

## We Know a Place... Where Champions Live and Work

Councillor Dave Craker, Hull City Council Portfolio Holder for Leisure and Tourism, and Matt Jukes, Hull City Council CEO, launched the Hull Conference Champions initiative to encourage and support local professionals who are interested in attracting their industry conference to Hull.



Conference champions are passionate about their field, their specialist knowledge and research is key to shaping an engaging conference programme and they are proud to showcase Hull to their national and international contemporaries.

Hull Conference champions help to raise the profile and reputation of Hull and make a valuable contribution to the economy. Conference delegates spent an estimated £18.3 billion whilst attending conferences in the UK during 2018.

The city recognises that these individuals play an important role in attracting conferences to the city, the Hull Conference Champions initiative has been set up to support them.

The Conference Hull team, part of Hull City Council, offer a range of free, impartial services, from bid preparation and initial planning to finding the perfect venues and social activities; arranging accommodation and providing special delegate offers to ensure delivery of a successful conference.

Liz Neal of Conference Hull explained "There has never been a better time to host a conference in our area, after an exciting year as UK City of Culture in 2017 Hull is still buzzing. The city has undergone a huge makeover and benefitted from over £110 million of investment in hotels and venues.

Our service is completely free and impartial and we know conferencing inside out. Our friendly team are here to help conference champions to host successful events whilst making the whole process as easy as possible. So if you or your colleagues attend conferences elsewhere that you would like to see held in Hull then talk to us about championing Hull to host that conference."

Contact Liz Neal, Conference Hull, t: **01482 391535**, e: [liz.neal@vhcy.co.uk](mailto:liz.neal@vhcy.co.uk)

## First Impressions Count

Sunshine has the ability to highlight the good and the bad, especially when it comes to building exteriors and interiors. As a business owner or manager you may have seen your building in every type of light but we all tend to get less observant as time passes. You may not have noticed the gradual deterioration of your façade, main entrance, reception or communal areas but your prospective customers may not get the right first impression, which could mean the difference between a sale or a fail.

Indivior PLC, the pharmaceutical company, one of our neighbours along Henry Boot Way in Hessle, has a modern white building.

Green Commercial Cleaning, together with FM+ our Facility Management sister company, are providing exterior and interior cleaning, as well as facility management services, to help Indivior create a lasting impression on their visitors.

The change of seasons and the inevitable deterioration in the weather will adversely affect your building's exterior and interior. If your business welcomes a steady stream of visitors



or employees now is a great time to prepare and create the best possible first impression.

Green Commercial Cleaning offer you a fresh pair of eyes and all the services you need to spruce up your building and interior in order to make First Impressions Count.

Contact: **01482 589787** Email: [enquiry@greencommercialcleaning.co.uk](mailto:enquiry@greencommercialcleaning.co.uk) [www.greencommercialcleaning.co.uk](http://www.greencommercialcleaning.co.uk)

## Three Recovery Options for Businesses that are in Financial Trouble

When a company's liabilities outweigh its assets, it is considered insolvent. At this point the risk of a liquidation or winding up petition may arise. The best way to save a company in this situation is to act quickly to stop the situation getting worse.

Depending on how bad it is there are a few options which can help a company pull away from insolvency if there is a realistic prospect of recovery.

### Funding and Cash Advances

With Invoice Financing you can increase cash flow by raising a lump sum of capital immediately to be reinvested into your business. It will also support your ongoing trading.

As you raise your sales invoices and send them to your clients you also provide a copy to your invoice finance provider. They will then make a payment to you of up to 90 of the invoice value straight away. The balance, less charges, is paid when your client settles the invoice.

This is a good option if you have customers who owe you a large amount of money or are due to pay in the future (by way of contract) as you can convert them into cash quickly. This can then be used to pay debts.

There are also facilities to raise funding by way of a loan secured on company assets. This may

seem like just adding to the debt, but if carefully managed it can help with cash flow and halting any pending legal action.

### Company Voluntary Arrangements

A CVA is a legal process that enables a company to make a binding agreement with its creditors and lenders, describing how the company's debts and credit liabilities will be handled.

A CVA enables a company to reach an agreement with its creditors about how debt is to be repaid and may provide for partial or full repayment depending on what the company can reasonably afford to pay.

Most creditors do support CVAs if the alternative is liquidation with little or no return to creditors. However, the proposed arrangement must be reasonable and achievable.

A CVA can only be proposed by a company if it is insolvent and it will require the approval of 75% or more of the voting creditors.

If it is approved, the CVA binds all creditors irrespective of how they voted and allows the directors to retain control of their company.

### Company Restarts

If the options above have been exhausted and there doesn't seem to be any way to recover the



Rick Smith

company then a restart may be the right thing to do.

Essentially, the existing company is closed by way of dissolution (or liquidation) and the directors purchase the assets during the process. These would then be transferred to a new company.

This option is usually the last one to use as the original company is closed, but it is a lot better than having to get rid of any assets, including clients and employees, that were built up during the company's time in operation.

### Next steps

Need some advice on how to rescue a struggling business? You can reach me on **01472 254914** or **rick.smith@forbesburton.com**. You can also find more free advice on our website **www.forbesburton.com**

## Restaurant Celebrates with Sommelier Who Started out in Chamber Network



An award-winning restaurant is serving up a series of special events for regular diners, charities and business guests as it celebrates its tenth anniversary.

1884 Wine & Tapas Bar, which first opened its doors as The Wilson Gastrobar in October 2009,

is aiming to build on the success achieved as a venue for functions since changing the style of the restaurant in 2015.

One of the most successful took place just this summer with a visit by a globe-trotting Spanish sommelier who learned the trade in his local Chamber of Commerce.

Alejandro van Lieshout, left, now the brand ambassador and export manager for Casa Rojo, presented a selection of bottles which his winery has developed on its way to earning accolades around the world.

He said: "My involvement in wine only started because I became an ambassador for the industry at the Murcia Chamber of Commerce. At the time our wine was not that big but it was starting to boom. They were changing to high quality wine and they were starting to export,

and the agricultural side is also important with things like greenhouses and furniture.

"Now I travel all over the world – South Africa, Japan, Vancouver – and I hope to come back to Hull next year. The ambience of the restaurant is like a family and the atmosphere makes it easy for people to ask about the wines."

Deborah Spicer, Director of 1884 Wine & Tapas Bar, said: "We're grateful to all the customers who have helped to make our restaurant such a success and we are organising special events for our big anniversary and into next year – hopefully with another visit by Alejandro.

"Membership of our Chamber has helped over the years by introducing us to some fantastic people in the business community and it was great to welcome a wine expert who began their career in the Chamber of Commerce network."

## CHAMBER LEGAL ADVICE LINE

The Chamber provides a legal helpline to assist Members in resolving any legal issues. This is **FREE** advice, given only by experienced and knowledgeable solicitors and is available **24 hours a day, seven days a week.**

Members can receive confidential telephone advice in relation to any legal or tax matter.

Around 75% of calls are concerning Employment Law, but expert advice on ALL AREAS of law can be given, also including Health and Safety, Data Protection, Property, Contract, Taxation and Debt Recovery.

Take advantage of your Membership by utilising this service – it could save you time and money.



The number to ring, exclusive  
to Chamber Members, is

**029 2115 7571**

## CONNECT WITH US ONLINE

As a Membership organisation, communicating with our Members is vital to the Chamber. You can view the website to find out all about the Chamber's current activities, carried out on your behalf. Also, contact us online through our website and the popular social media networks.



### Website

Our easy-to-use website at [www.hull-humber-chamber.co.uk](http://www.hull-humber-chamber.co.uk) contains a great deal of useful information to help you get the best from your Membership:

- Details of forthcoming Chamber events
- Online Chamber Members' Directory
- Chamber and Members' news on a national, local and regional level
- Updates on all of our activities
- Links to many useful websites, including those of the Chamber Patrons
- Information on our affinity partnerships, including Chamber Healthcare, Chamber Energy Partners, AA Roadside Assistance, Chamber Foreign Exchange and AXA Private Health Insurance
- Send us your articles to be posted on the 'News' section of the website
- You can also place your special offers to fellow-Members on the website
- The site attracts over 2600 visitors per month.

Visit [www.hull-humber-chamber.co.uk](http://www.hull-humber-chamber.co.uk) regularly to keep up to date with how your Chamber can help your business.



### LinkedIn

Our LinkedIn Group, which literally grows daily, helps you connect with other Chamber Members online. To join, find [www.linkedin.com/groups/2941393/](http://www.linkedin.com/groups/2941393/) Joining the Group enables you to post your promotional messages and to start and participate in Discussions to raise the profile your company to the 1800 Group Members.

Individual Members of Chamber staff also keep Members up to date with events, etc. through their own large numbers of personal contacts. Contact Bruce Massie, Janice Harrison and Anne Tate and get LinkedIn with them!



### Twitter

You can also follow us on Twitter [@hhchamber](https://twitter.com/hhchamber) or see our page at [twitter.com/hhchamber](https://twitter.com/hhchamber) for exclusive updates and information on our activities.



### Facebook

'Like' our Facebook page for regular updates on all Chamber activities - via the link on the Chamber's website.

# Six Stats Which Show Why You Cannot Ignore Customer Experience

As a customer we now have more options than ever before when it comes to who we part with our hard earned cash to.

Whether I need legal help, a new pair of glasses, education for my children or something off the high street there are plenty of choices. Competing over price alone is no longer the only differentiator when it comes to winning new clients, improving retention rates and building brand loyalty.

With more choice, customers are demanding greater experiences. In fact, by as early as 2020 Customer Experience is set to have overtaken price as the key brand differentiator.

insight6 has put together the top six reasons why you can't afford to ignore Customer Experience:

- 1** 67% of consumers and 74% of business buyers say they'll pay more for a great experience (Salesforce)
- 2** Loyal customers are seven times as likely to test an offering, five times as likely to buy again and four times as likely to refer (Temkin)

- 3** 53% of millennial shoppers feel that staff members do not have the tools they need to deliver great customer service, such as mobile devices to look up shopper profiles and provide product recommendations (Salesforce)
- 4** 80% of CEOs believe they deliver superior customer experience. Only 8% of their customers agreed (Bain & Company)
- 5** Only 1 out of 26 unhappy customers will complain to your company, 95% of customers tell others about a bad experience and 87% share good experiences (Zendesk)
- 6** Increasing customer retention rates by 5%, increases profits by 25% (Bain and Company)

If you would like a chat to see how insight6 can help you to increase customer loyalty, please contact the local Customer Experience Director.  
**ian.sadler@insight6.com** or **07891 631869**



## AA Global Adds New Contract to Nationwide Portfolio

A leading translation and interpreting company which first began working in Hull 10 years ago has added to its expanding portfolio of nationwide local authority clients by securing a major contract in the south west.



Kirk Akdemir

AA Global Language Services is also taking steps to improve its services by setting up a panel of interpreters who will provide feedback to benefit public sector clients and the workers themselves.

The south west has been a stronghold for AA Global since the company was launched in Worcester in 1992. Its expansion to an office in Hull in 2011 was a strategic move designed to support the services launched in the city in 2009 and the increasing workload in the north and Scotland.

The designation of Hull as the head office last year further underlined the company's growth – in both the public and private sectors – and the interpreter forum will provide more support.

Kirk Akdemir, CEO of AA Global Language Services, said: "The forum is in its early stages but it is an exciting move which has been well received by the interpreters and which

will bring significant benefits to public sector clients in this area and further afield, from Portsmouth and Bournemouth in the south to Tyneside and Cumbria in the north and parts of Scotland."

The AA Global panel comprises about a dozen people who are in regular contact with the company's 1,000 interpreters in the Hull area, part of a worldwide network of around 14,000 people who cover more than 500 languages and dialects.

Kirk said: "The panel meets once a month at our much bigger Hull office which we moved into last year and which gives us the extra space for training and development.

"We recognise our translators and interpreters are our biggest asset and we want to make sure we understand their views on how we treat the people we work for and the people who work for us."

## John Good Shipping Bolsters Executive Team with New Appointment

Company appoints Barry Clarkson as Head of IT in newly created role.

UK shipping and logistics company, John Good Shipping has strengthened its executive team with the appointment of Barry Clarkson as Head of IT.

Barry's extensive experience in information technology will be a huge asset to the Hull-headquartered company as it moves into a new phase of development and growth. In his new role, Barry will be responsible for leading John Good Shipping's IT Strategy and will provide technology leadership and vision for all areas of the business.

Commenting on his appointment, Barry said, "Technology presents countless opportunities for innovation and digitisation in the logistics industry. I look forward to developing our solutions to ensure John Good Shipping is at the forefront of our industry."

Barry has over 30 years' experience in the industry, including 20 years with the Grimsby Institute of Further and Higher Education. Most recently, Barry was Director of IT and Systems Development at Bishop Grosseteste University Lincoln, where Barry was responsible for the strategic overview of the IT Services function.

Alan Platt, Chief Executive Officer of the John Good Group, also commented, "We are delighted to welcome Barry to John Good Shipping. Barry brings significant experience, vision and proven skills to the company, which will be invaluable to our future growth. He will be a vital member of the executive team and his experience is integral to the next stage of our development."



Barry Clarkson



# Hull Shipping Lawyers Call on UK to Adopt New UN Convention



John Habbergham

John Habbergham

Chamber Member shipping law firm Myton Law is calling on the UK to sign up to a new United Nations Convention relating to the settlement of international commercial disputes through mediation.

On 7 August, 46 countries, including the US and China, signed up to the new 'Singapore Convention', but the UK and the European Union are notable absentees, says specialist shipping and logistics lawyer John Habbergham of Myton Law. The Convention could come into force in Spring 2020.

UK importers, exporters and all involved in international trade and the carriage of goods, stand to benefit from the Singapore Convention, which aims to provide for the enforcement of mediated settlements of disputes involving agreements across country borders.

"Given the nature of mediation (the resolving of a dispute through negotiation to reach a mutually-accepted agreement), in practice non-compliance rates are low, as parties are unlikely not to follow through with an agreement they have put time and effort into," said Habbergham.

"Where this new convention could really make a difference is indicated by a survey conducted by the International Mediation Institute in 2014 showing that 93 per cent of respondents were more likely to engage in mediation with parties from another country if there were a way of enforcing mediation settlement rights. So, the Singapore Convention will lend more legitimacy to the process of mediation," he said.

John Habbergham believes the UK will sign up to the convention, "There is no reason why we shouldn't and every reason why we should. I can only assume that currently the Government's attention is diverted elsewhere."

Currently, if settlement of a mediation requires enforcement, this can involve court proceedings in one country which must then be enforced in another jurisdiction, if possible; or arbitration, followed by an arbitral award which then must be enforced in the country where the assets are located. All this is costly and time-consuming, and may discourage parties from engaging in a mediation process at the outset.

Myton Law provides specialist shipping, rail and logistics legal services from its Hull offices overlooking the Humber. The firm's expertise also includes insurance, commercial property, renewables and international trade.

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

## Incoterms 2020

Incoterms rules define the responsibilities of buyers and sellers for the delivery of goods under sales contracts. They were first developed in 1936 in an attempt to simplify communicational shortfalls involved with international trade and they are updated every 10 years.

The Hull & Humber Chamber is here to help and inform Members on Incoterms and the revised 2020 edition. We will be providing updates and training sessions for Members and International Traders on the existing and revised Incoterms.

We will have a World Trade @ 1 presentation on 25th November with international trade and shipping law specialist, Dominic Ward of Andrew Jackson Solicitors, who



will be providing an update on the revised Incoterms, the implications for those involved in international trade and how the latest revisions may affect your business.

We will also be holding half day BCC accredited training courses on existing Incoterms and the 2020 revisions on 28th November and 23rd January 2020.

The Chamber also has a limited number of ICC Incoterms 2020 books which can be pre-ordered from us. HHCC Member price is £40.50 per book. Non Member price is £45.00 per book.

For more information regarding any of the above, please contact

[I.holt@hull-humber-chamber.co.uk](mailto:I.holt@hull-humber-chamber.co.uk)

# INTERNATIONAL TRADE CENTRE

## Training Course Programme 2019/2020



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

<b>Letters of Credit and Methods of Payment</b>	(BCC Accredited)	Thursday, 17th October 2019
<b>A Beginners Guide to Exporting</b>		Tuesday, 5th November 2019
<b>e-zCert Electronic Documentation Workshop</b>		Thursday, 21st November 2019
<b>HMRC Special Procedures</b>		Thursday, 28th November 2019
<b>Incoterms 2020</b>	(BCC Accredited)	Thursday, 28th November 2019
<b>Export Documentation / Understanding Export</b>	(BCC Accredited)	Thursday, 5th December 2019
<b>Incoterms 2020</b>	(BCC Accredited)	Thursday, 23rd January 2020
<b>Import Procedures</b>	(BCC Accredited)	Thursday, 27th February 2020
<b>UK Export Controls and Licensing</b>		Thursday, 26th March 2020

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

### ChamberFX

As part of our ongoing efforts to help Members that trade overseas, we have identified that many small and mid-sized businesses' ambitions for growth are being hindered by currency volatility and expensive international payments. To view the benefits of Hull & Humber ChamberFX and how we can help you speed up and save on your FX requirements, please visit [www.hull-humber-chamber.co.uk/pages/chamberfx](http://www.hull-humber-chamber.co.uk/pages/chamberfx) or contact Lorraine Holt at [l.holt@hull-humber-chamber.co.uk](mailto:l.holt@hull-humber-chamber.co.uk).

### World Trade @ 1 Dates for the Diary

**Incoterms 2020** – 25th November 2019

To register your interest in any of the above events, contact Lorraine at [l.holt@hull-humber-chamber.co.uk](mailto:l.holt@hull-humber-chamber.co.uk)

**INTERNATIONAL  
TRADE CENTRE**  
IN PARTNERHIP WITH



Hull & Humber Chamber of Commerce  
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Lillian pictured receiving her certificate after her Blackpool success

## Apprenticeships Offer School Leavers the Chance to 'Earn While You Learn' and Provide Flexibility on Courses

As more than 700,000 teenagers across the country received their GCSE results recently, the Chamber is highlighting apprenticeships as a great next step for youngsters looking for a career in the Humber region.

Elaine Clinton, the Chamber's Head of Training, said: "An apprenticeship enables you not only to learn about your chosen career from day one, but, should you change your mind, enables you to move to a different apprenticeship or career route, as you will learn many transferable workplace skills."

"Chamber Training will match new apprentices with employers looking to find trainees in various career paths. Courses currently available include Warehousing and Distribution, Refrigeration and Air Conditioning, Hairdressing, Business Administration, Customer Service, and Health and Social Care. Several Chamber Members offer similar opportunities including engineering and the trades, all of which are in great demand locally.

Any school leavers who would like to find out more about starting an apprenticeship should call **(01482) 611896** or visit **www.chambertraining.com** for more information.

Elaine said: "There is a skills shortage affecting the Humber region and the difficulties businesses have in recruiting suitable staff are well recognised.

"As students contemplate their next steps, it's important to remember there's more than one path to success in the world of work. While many school-leavers and their families consider a place at university as the traditional route to a rewarding career, they could be overlooking other exciting, technical avenues for development and progression.

"The new, high quality Apprenticeships allow young people to earn, learn and progress quickly in their chosen career. At a time when businesses are reporting critical levels of recruitment difficulties, employers are keen to help people develop practical experience, skills and qualifications on the job".

Some of Chamber Training's apprentices have excelled in their chosen careers. First year hairdressing learner Lillian Monaghan was one of the apprentices entered into the NHF Blackpool Hairdressing Competition 2019 for the 'First Timers Blow Dry' and won 2nd place. This was a fantastic achievement for Lillian, her employer Independence Hair Salon and Salon Apprentice, the Chamber's own hairdressing salon, for its first entry into competition work. Apprenticeships offer 'hands-on' experience, a wage and the opportunity of developing skills to provide sustainable employment.

Elaine added: "Businesses are working with schools, colleges and private training providers to help ensure young people are aware of the range of technical and vocational options available to them. The government must work with employers to maximise opportunities for young people to use apprenticeships to kickstart their careers."



## Tenth Chamber Goole and Howdenshire Business Excellence Awards Opens for Entries

Celebrating its tenth anniversary milestone, the 2020 Goole and Howdenshire Business Excellence Awards is now officially open for entries!

Launched back in 2010, the award scheme was originally the brainchild of local businessman Garrey Haase, who owns and runs the Yorkshire Eyewear branches in Goole and Howden. For the last decade, the awards scheme and ceremony has been organised annually by a committee of volunteers from the local business community. As Chairman of the organising committee, Garrey is thrilled that the awards are still going strong ten years on.

He said: "Since the Goole and Howdenshire Business Awards were first launched, more than 100 local businesses and organisations from a wide variety of different sectors have been recognised for their achievements. The awards are a fantastic celebration of everything that's great about doing business in the Goole and Howdenshire area of East Yorkshire. They're a way of shouting about our successes and achievements, and really helping to put our area on the map."

"Last year we received a record number of entries and I hope that we can surpass that to mark our tenth anniversary by persuading even more businesses and organisations to be part of it."

As in previous years, the independent judging panel will also be asked to select an Overall Business of the Year Award (sponsored by Link Agency) from the entrants, and the organising committee will nominate someone to receive the Tim Richardson Lifetime Achievement Award (sponsored by Jos. Richardson & Son Ltd.)

Organisations entering the awards are encouraged to enter more than one category and 'go all out' to showcase their strengths and skills. The organisers are also urging those who have previously made it to the short list or won an award to enter the 2020 awards to demonstrate their ever-increasing skills, top-notch customer relations or their impact on the local community.

The black tie awards ceremony, which is organised in partnership with the Hull and Humber Chamber of Commerce, will, once again, be held at Goole High School and hosted by the BBC's Harry Gration, who has compered the event since it was first launched. The 2020 event will take place on Friday 21 February.

### The categories for this year are as follows:

#### **Innovative Business**

*(sponsored by Press Association)*

#### **New Business of the Year**

*(sponsored by Danbrit Holdings Ltd.)*

#### **Small Business of the Year**

*(sponsored by MNA Group Ltd.)*

#### **Large Business of the Year**

*(sponsored by Chronicle Publications Ltd.)*

#### **Contribution to the Community – Business**

*(sponsored by H. Walton Ltd.)*

#### **Contribution to the Community – Charity/Voluntary sector**

*(sponsored by Business Enterprise Fund)*

#### **Environmentally Friendly Business of the Year**

*(sponsored by Siemens)*

#### **Employee of the Year**

*(sponsored by Goole College)*

#### **Employer of the Year**

*(sponsored by Townends Accountants LLP)*

#### **Marketing Excellence**

*(sponsored by Fil)*

For more information and entry forms, visit the website at [www.goolebusinessawards.co.uk](http://www.goolebusinessawards.co.uk).  
The closing date for entries is **Monday 2 December**.

# New Members

## **Arcadia Healthcare Ltd (T/A Arcadia Nursing)**

James Chaudry  
Grimsby  
01472 233445  
*Employment Business/Healthcare*

## **B Learning & Development Ltd**

Suzette Verrill  
Market Weighton  
01430 872000  
*Training and Leadership Development*

## **Be The Best Business Solutions Ltd**

Chris Graham  
Epworth  
01427 874856  
*Consultancy & Executive Coaching*

## **CiTech Energy Recovery Solutions UK Ltd**

Mr Ashleigh Ogden  
Hessle  
01482 719746  
*Supplier of Waste Heat Recovery Units*

## **Co-Products Limited**

Charlie Hill  
Cleethorpes  
07506 699535  
*Exporter*

## **Daisa & Co Ltd**

Daisa Morgan  
Barton upon Humber  
01652 661881  
*Publishing*

## **DHL International (UK) Ltd**

Stuart Carder  
Howden  
07834 903640  
*Logistics*

## **DJW Packaging Ltd**

Mrs Rebecca Whiteley  
YORK  
07834 602985  
*Food Packaging*

## **FB Wealth Management Ltd**

Rachel Duncalf  
Beverley  
0333 11 22211  
*Independent Financial Advice*

## **FB Wealth Management Ltd**

Rachel Duncalf  
Scunthorpe  
01724 877599  
*Independent Financial Advice*

## **FB Wealth Management Ltd**

Rachel Duncalf  
Grimsby  
0333 11 22211  
*Independent Financial Advice*

## **Forbes Burton**

Chris Leadley  
Grimsby  
01472 254914  
*Business Consultancy*

## **Grey's Technical Services Ltd**

David Ridgewell  
Grimsby  
0777 569 5850  
*Engineering*

## **Hegmann Transit Heavy Haulage UK**

Gary Medden  
Goole  
01405 760001  
*Haulage, Project Cargo, Freight Forwarding, Sea Freight & Heavy Lift Handling*

## **Hull Property Centre**

Louise Gogna  
Hull  
01482 235435  
*Estate Agency*

## **Hunky Dory Foods Limited**

Mark Warburton  
Market Weighton  
01430 803263  
*Snack Bar & Snacks Sales & Distribution*

## **Industrial Supplies (Hull) Ltd**

Chris Broadley  
Hull  
01482 329361  
*Construction & Hardware Wholesaler*

## **Lindsey Lodge Hospice**

Tom Moody  
Scunthorpe  
01724 843731  
*Charity/Hospice*

## **National Event Support Ltd**

Jason Hague  
Hull  
07811 913509  
*Live Events Production and Crewing*

## **The Money Box**

Andrew Corcoran  
Barton upon Humber  
01652 634799  
*Pawnbrokers*

## **University of York - Product and Process Innovation**

Aimie Kay  
York  
01904 328077  
*ERDF Funding Project*

## **What2Guard Ltd**

Elaine Williams  
Leconfield  
01964 552175  
*Security Services - Private, Commercial & Events*



**Name:**  
Kathryn Biggin

**Company:**  
Viking FM's Cash for Kids

**Job Title:**  
Charity Manager



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

I worked in a local newsagents for £2.20 per hour when I was 14. I think most of it went on penny sweets though so they got most of what they paid me back!

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

Phone is a must, business cards and a pen! The bottom of my bag is a stationery haven.

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

We run a campaign called Mission Christmas, where we aim to get a gift to a child in poverty at risk of waking up to nothing on Christmas Day. 1 in 4 local children live in poverty, and last year we helped over 19,500 children but each year gets tougher. We ask people to buy an extra gift and donate it, but with shopping habits changing and more people doing their Christmas shopping online, we struggle to get the gifts in. Despite this the demand is still there and our applications seem to go up every year. We do what we can to get the message out and are so grateful for the support we have, but it's definitely a challenge year on year to be able to fulfil the applications we have in time for Christmas.

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

I would look at ways to help parents get back in to work by making government funding for nursery start earlier.

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

Well we don't really have windows unfortunately, but we are right on the Marina, so we are surrounded by water and some lovely boats!

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

TV presenter...Holly Willoughby has my dream job. I would have loved that This Morning gig.

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

Compassion, dedication and persistence!

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

I would probably use the phrase 'learning curve' over mistake. I've had my fair share as I've navigated myself through the corporate world, but I have learnt and grown from each one. The only mistake I would have made, would have been not to have learnt.

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

Look after yourself and don't burn yourself out. As an entrepreneur you are responsible for your own wellbeing and if that's not in check everything else will suffer.

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

My MD Sally Aitchison MBE. Sally overseas 22 Cash for Kids across the country and gives each and every one her time and dedication. She is a fountain of knowledge and a pillar of strength and there is nothing she wouldn't do for her team. Best leader I have ever had.

## Chamber Events Diary 2019/2020

**Members' Speed Networking and Lunch**

Friday 18 October 2019  
Ashbourne Hotel, Immingham  
Sponsored by Rapid Travel Group

**Members' Speed Networking and Lunch**

Friday 29 November 2019  
Mercure Grange Park, Willerby

**Members' Speed Networking and Lunch**

Friday 24 January 2020  
Venue: Stallingborough Grange Hotel, near Grimsby  
Sponsored by LinkedIn

**Chamber Goole & Howdenshire Business  
Excellence Awards**

Friday 21 February 2020  
Goole High School Conference Centre

**AGM / Members' Speed Networking and Lunch**

Friday 28 February 2020  
KCOM Stadium, Hull  
Sponsored by CASE

**Members' Speed Networking and Lunch**

Friday 27 March 2020  
Venue: Oaklands Hall Hotel, Laceby, near Grimsby

**Members' Speed Networking and Lunch**

Friday 24 April 2020  
Venue: DoubleTree by Hilton Hull

**Chamber Northern Lincolnshire Business Awards**

Friday 15 May 2020  
Grimsby Auditorium

**Chamber Expo 2020**

Wednesday 3 & Thursday 4 June 2020  
Bonus Arena, Hull

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

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

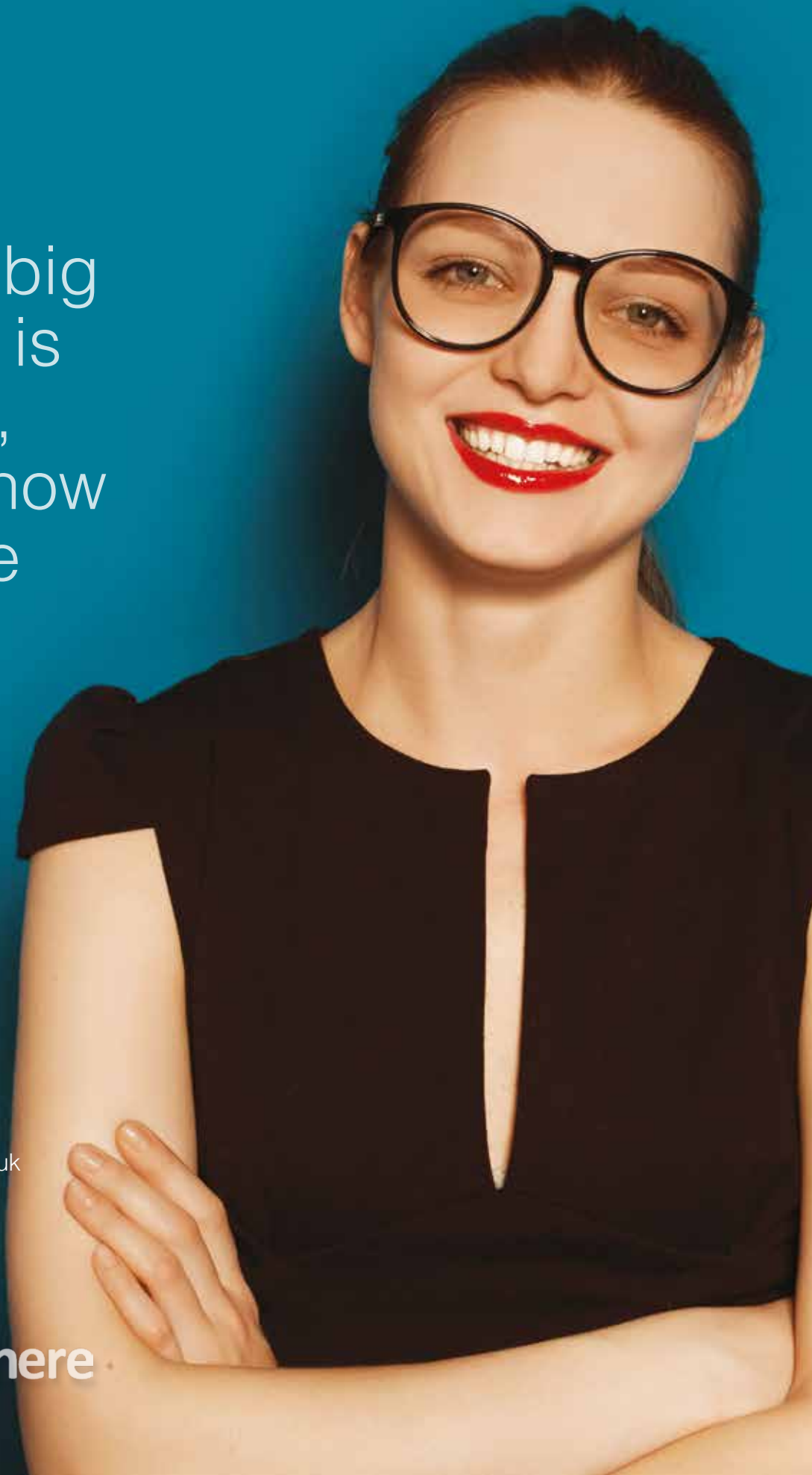


Having a big audience is one thing, knowing how to engage them is another.

e: [info@be-everywhere.co.uk](mailto:info@be-everywhere.co.uk)

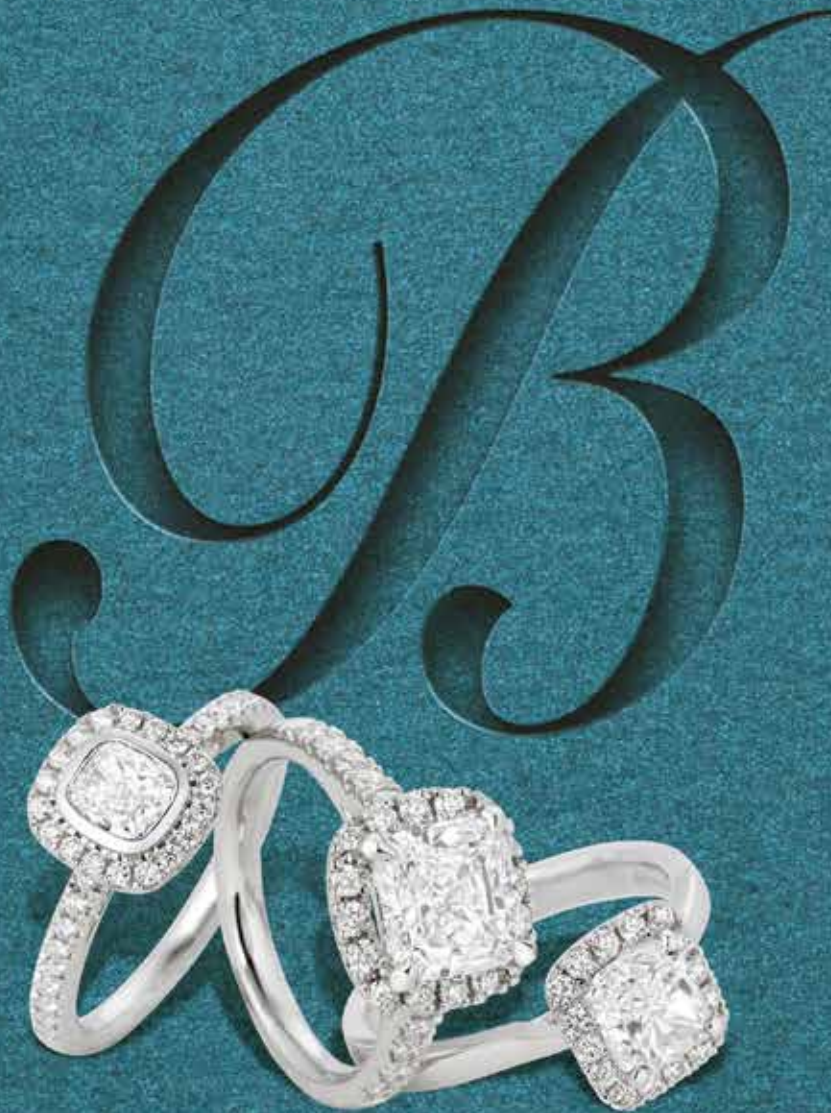
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