

chambernews

the independent voice of local business

Team Southampton For The Magnificent Seven

It was 'Team Southampton' all the way at a special meeting of the Chamber's Planning and Transport Committee, which included invited guests from other partnerships, on 12 December at Bugle House.

The meeting had been called ahead of Southampton City Council's proposed public consultation on the City Centre Masterplan (CCMP) and emerging City Centre Action Plan (CCAP); and presented an excellent opportunity for Council Officers to receive initial business feedback. Delegates received a concise overview from Tim Levenson, Head of City Development; Kay Brown, City Design Manager; and Paul Nichols, Head of Planning Services.

Tim provided the development brief supported by Kay Brown, with Paul specifically detailing two fundamental areas of the CCMP: Transport /Accessibility and Flood defences.

The CCMP has four key roles:

- Help guide investment to and within the city centre
- Raise the profile of the city centre regionally, nationally and internationally
- Provide guidelines on the type and quality of development needed in central Southampton
- Inform and support the statutory framework through the city centre action plan (CCAP)

Over the next twenty years, it is envisaged 24000 new jobs will be created, 5000 new homes built and over £3bn of inward investment to be delivered in the city centre. This will come about through seven very important projects (VIPs) which are:

- Station Gateway and Western Quarter (Business Quarter)
- Royal Pier Waterfront
- Itchen Riverside including Town Depot
- Heart of the City (Above Bar, WestQuay Watermark, West Quay Retail Park)
- Fruit and Vegetable Market
- Cultural Quarter
- Southampton Solent University

Jimmy Chestnutt, Chief Executive for Hampshire Chamber of Commerce said,

"It will be quite a challenge to deliver this plan. It's very visionary and it will need the full commitment of the businesses and local authority at all levels if we are to deliver. There have been a number of glossy pamphlets produced in the past that have gathered dust. I hope this one will be different. It will be a major setback if another one fails.

"This Masterplan presents the best chance to deliver on the



magnificent seven VIPs. Southampton is a great place to do business, visit and live; and through the emerging city centre action plan, which is a statutory document resulting from the Masterplan, these themes will be even stronger. Several sites are already on the horizon especially in the Cultural Quarter and Southampton's Waterfront, but businesses will be keen for delivery of a better transport interchange at central station, a more attractive gateway vista to a new thriving business quarter and cohesive links throughout the whole of the city centre."

The presentation was followed by a Q&A session chaired by Nick Farthing, chairman of the Chamber's Planning and Transport Committee in which further views were made concerning the green agenda focusing on building design, streetscape and increased interaction of parks. Additional

views were offered on the narrative which was countered by the Council's clear objective of the consultation exercise which is to encourage freedom of interpretation on the VIPs and the chance for further discussion.

The public consultation, which is scheduled to start at the end of January, should flesh out all the key issues and emphasise the need for closer working partnerships with landowners, businesses, residents and strategic public sector partners. The Chamber's support and involvement has been vital to the process thus far and will continue.

For more detail and documents:
www.hampshirechamber.co.uk/news/Southampton/1915
www.southampton.gov.uk/s-environment/future/citycentre/



www.hampshirechamber.co.uk
The Independent Voice of Local Business

Hampshire Chamber of Commerce represents businesses in all sectors of the economy and of all sizes based in the Hampshire area. The Chamber of Commerce aims to provide leadership and support to the Hampshire business community in all of its goals and ambitions

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The information given in Chamber News is for general guidance only and is in no way a substitute for seeking professional advice on your specific circumstances.



Better Search for Mercator with Funnelback

Mercator Media today launched new and improved 'search' functionality for its websites that will provide users with more relevant results faster. It has initially been rolled out across the company's seven main business-to-business magazine and exhibition brand sites. To achieve this, Mercator has chosen to partner with Funnelback UK and deploy its world-leading search engine technology.

Andrew Webster, Managing Director of Mercator commented, "Today, businesses are faced with an avalanche of information available for decision making. The real problem for them is finding and picking out the items that are actually useful and relevant. And the problem of information overload is only going to escalate at an ever increasing rate".

Mercator Media publishes a range of market leading niche business magazines, online services and directories used by readers around the world in the marine, engineering and logistics sectors. It also produces a number of associated exhibitions and conferences. These services help businesses keep up-to-date, solve problems, research products and services, and locate specialist suppliers. But the number of items of information that Mercator publishes on its websites, together with the possibilities

for adding yet more data from the Web, makes it an ever more complicated task. The solution to make it easy for users to access this enormous resource was for Mercator to provide a more sophisticated search technology.

Mercator Search will deliver faster, more accurate results. It incorporates features such as accurate key word searches, 'faceting' for quickly refining search results by category or brand as well as intuitive 'type ahead' suggestions. It will enable users to locate the information they want with fewer keystrokes and guide them to use the most effective query to meet their needs.

The benefit for advertisers is that Mercator Search allows suppliers to sponsor keywords and directory categories. They are also able to raise awareness by appearing at the top of relevant search results pages. This ensures they can achieve high visibility to their targeted audience and maximise 'click-throughs' at a measurable cost.

"Research shows that people in business spend at least 10% of their time on the Web just trying to find what they want. This adds up to many wasted hours every month and our task is to make this process as easy as possible.



ble. By adding our own tailored website search solution, we can add value to information and contrasts with most other b2b 'search' which is simply not up to the task", Webster stated. "We are constantly developing our products and services and this significant investment for Mercator demonstrates how we intend to keep relevant for our clients".

Funnelback UK's General Manager, Matt Taylor, added, "The Mercator Media project is a great example of how Funnelback can simultaneously improve the search experience for end-users and provide organisations with the ability to monetise their search facility."

Just visit any of Mercator Media's great brand sites such as www.maritimejournal.com to see the benefits.

Mercator Media Ltd is based at The Old Mill, Lower Quay, Fareham, PO16 0RA. Tel: 01329 825335. <http://www.mercatormedia.com>

Council completes three more Solar Energy schemes

Eastleigh Borough Council has installed photovoltaic (PV) solar panels on three more of its buildings as it continues its commitment to tackling climate change. The Council acted quickly to install the schemes and take advantage of the Government's Feed in Tariff scheme (FIT's) before the deadline of 12 December when the feed-in tariff scheme or subsidy paid for solar panels installations effectively reduced by half.

The Council has successfully installed PV solar panels on Fleming Park Bowls Pavilion, Kingfisher Barn at Itchen Valley Country Park, West End and the Energy Building on Leigh Road, Eastleigh that will directly provide the buildings with green or sustainable electricity.



Together, these three schemes will generate an amount of electricity that could supply around four average homes for a year and also bring in an annual income of around £5000. They will also save an estimated 5.72 tonnes of CO2 which as a visual image would be equivalent

to a row six 3 bedroom houses.

Cabinet Lead for the Environment Cllr Louise Bloom said "This is great news for our residents and the environment as we continue to generate electricity from a sustainable source to generate income and reduce our CO2 emissions. She added "The industry was only given six weeks to adapt to the reduction in subsidy by the government and as a Council we acted speedily to ensure these three schemes were in place to take advantage of the FIT scheme when many other councils have failed to do so."

For more details: <http://www.eastleigh.gov.uk/solarenergy>

Diary dates

'JAZZ UP' YOUR NETWORKING

The art of networking is something that every business should consider in their marketing and promotional plans and strategies. Networking is in no way a quick fix for fast sales - it is a long term investment and commitment.

If you haven't included networking in your 2012 marketing budgets, you may like to consider booking places at our monthly networking lunches throughout the year. The

Chamber offers its members and their guests cost effective quality monthly networking events, the next being held by the Southampton Office is on the 9 February at the Concorde Club, Eastleigh 12.15pm - 2.00pm, Cost member £27.50 including VAT

The cost includes a two course hot lunch followed by coffee. The event is being sponsored by Stewart Dunn Managing Director with the Southern Daily Echo, who, after

lunch will give a short presentation on the challenges facing the newspaper industry after which Stewart will be happy to take questions.

To book your place email events.southampton@hampshirechamber.co.uk

Chamber events at a glance: <http://www.hampshirechamber.co.uk/events>

Welcome to new members...

Adams Hendry Consulting Limited

Philip Rowell, 7 St Peter Street, Winchester, Hampshire, SO23 8BW
Tel: 01962 877414 Fax: 01962 877415
www.adamshendry.co.uk

Multi award winning planning consultants providing advice to both the public and private sector on all aspects of the planning process and associated procedures. Wide experience of planning issues in Hampshire and surrounding areas.

Britannia Corporate Events

Simon Boulding, Port Hamble Marina, Hamble, Hampshire, SO31 4QD
Tel: 023 8045 8900
www.britanniaevents.co.uk

The UK's leading corporate sailing company, specialising in regattas for sectors including legal, IT, energy, insurance, hotels and leisure. Also offering team building, corporate hospitality and charity sailing events and proud sponsor of the J.P. Morgan Asset Management round the island race.

Chemring Prime Contracts Limited

Suvon Hoque, Chemring House, 1500 Parkway, Whiteley, Fareham, Hampshire PO15 7AF

Tel: 01489 865504 Fax: 01489 884131
CPC Ltd specialise in supplying total package solutions for defence and internal security organisations through prime vendor programmes. We offer a complete consultancy and project management service including; product specification, global sourcing, quality checking, shipping and training

Clinical Solutions

Shaun Hopgood, Scott House, Alencon Link, Basingstoke, Hampshire, RG21 7PP
Tel: 01256 337300
www.csdss.com

Clinical Solutions is a trusted provider of clinical decision support and clinical content products, stemming across home based services, wellness and long-term conditions management. Our solutions serve over 100 million people worldwide, increasing the access, quality and affordability of healthcare.

Fortalis Limited

Sharon Field, Deltenne House, Netley Hill, Southampton, Hampshire, SO19 6AN
Tel: 07711 763887

An entirely virtual shared service delivering your business administration needs. Achieve administration excellence using our 'pay as you go - use as you need' approach which is cost effective as well as professional. FORTALIS - inspiring trust through your business success.

Foxlease Conferencing & Activity Centre

Chris Ashton, Foxlease, Clayhill, Lyndhurst, Hampshire, SO43 7DE
Tel: 023 8028 2638
www.girlguiding.org.uk/corporatevenues

Foxlease Conference and activity centre, part of Girlguiding UK is set in 65 acres of beautiful grounds surrounding a Georgian stately home in the New Forest. Our venue with a difference is able to host meetings, conferences and team building events.

H2O Accounting Limited

Ms Oliver, Ground Floor, 1000 Lakeside, North Harbour, Portsmouth, Hampshire, PO6 3EZ
Tel: 023 9270 4104 Fax: 023 9270 4001
www.h2oaccountants.co.uk

We take pride in being accountants and tax advisors with a difference. Bursting with personalities and a passion for you, your business and life, our team delivers a fresh outlook on accounting, whilst maintaining a strong respect for the proven values of... honesty, quality and a great service.

Hamilton Bradshaw Venture Partners

Dave Symondson, c/o Accelerated Consulting Ltd, 10 Wynsdale Chase, Warsash, Southampton, Hampshire, SO31 9EX
Tel: 07976 846776
www.hbvp.co.uk/dave-symondson

Through James Caan HBVP I work specifically with SME to facilitate rapid growth and achieve maximum value at exit. I work within the businesses and provide support and guidance from our central organisation and its large network.

HCR Limited

Adrian Leach, Copenhagen Court, 32 New Street, Basingstoke, Hampshire, RG21 7DT
Tel: 01256 812700
www.hcr.co.uk

Award winning global employee relocation specialist and property related services group. Providers of destination services throughout the UK and across the planet including Home Searches, property purchase schemes, education, and career advice to support group or individual relocations. Elderly dependant assistance and advice division.

IPSO FACTO Training Solutions Limited

Tim Whitaker, 1 Troon House, 4400 Parkway, Whiteley, Fareham, Hampshire, PO15 7FJ
Tel: 01489 588453
www.ipsofacto.uk.com

We offer a range of professional courses in Project Management, Microsoft Office, Finance and Management skills with scheduled and bespoke training at our training centre.

James Richardson Consultants

James Richardson, Bridles, Sleepers Hill, Winchester, Hampshire, SO22 4NT
Tel: 01962 865684
<http://jamesrichardsonconsultants.co.uk>

I provide bespoke HR and Anti-Bribery solutions for businesses of all kinds. I have an extensive track record in both disciplines, and recent practical experience of devising and implementing an effective anti-bribery strategy in the wake of an SFO investigation.

Mango Data Systems Limited

Christine Harris, 27 Glamorgan Road, Catherington, Waterlooville, Hampshire, PO8 0TS
Tel: 023 9257 0344
www.mangodatasytems.com

Mango Data Systems provide a service which enables businesses to record information about remote assets or events/incidents. No IT infrastructure required.

Using smartphone technology and our secure cloud based database we deliver an efficient, fast and cost effective way to collect and manage remote data whilst reducing administration costs and improving your business processes.

Paul Basham Associates Limited

Paul Basham, Capstan House, High Street, Hamble, Southampton, Hampshire, SO31 4HA

Tel: 023 8045 8893 Fax: 023 8045 2425
www.paulbashamassociates.com

Transport planning and engineering consultancy, providing high quality transport services including: site speculation, master planning and highway design, transport assessments, travel plans, public enquiries and S106 negotiations, to a number of regional and national private and public centre clients.

Portsmouth Centre for Enterprise

Richard Sant, University of Portsmouth, 9th Floor, Mercantile House, Portsmouth, Hampshire, PO1 2EG
Tel: 023 9284 3534

Entrepreneurship centre and graduate incubator at the University of Portsmouth

SWATT Design Limited

Sam Watt, 23 Hadleigh Gardens, Eastleigh, Hampshire, SO50 4NP
Tel: 023 8061 6235
www.swatt-design.co.uk

SWATT Design is a graphic design studio based in Eastleigh who prides itself on being able to see to the core of every brief and to communicate that key message in a way that adds value well beyond its cost.

The Environment Centre (TEC)

Adam Goulden, Equity and Law House, 14-15 Brunswick Place, Southampton, Hampshire, SO15 2AQ

Tel: 023 8033 6172 Fax: 023 8033 6191
www.environmentcentre.com

The Environment Centre is a leading expert in providing sustainable energy know-how for homes and businesses, from incisive research and advice, to practical project management. Harnessing 20 years' of experience, business acumen and community involvement, we facilitate energy-efficient and sustainable projects across the UK.

Victory Bookkeeping Services

Gina Westwell, 48 Buchan Avenue, Whiteley, Hampshire, PO15 7EU
Tel: 01489 886837
www.victorybookkeeping.com

Bookkeeper for small to medium sized businesses. Qualified, insured and a practice licence holder with the institute of verified bookkeepers. Willing to work on premises, using software or off site. Knowledge of Sage, Quickbooks, Iris and Xero.

We provide a professional and reliable service with a friendly and flexible attitude, to help you and your business requirements.

Winchester Rotary

Gill Russell, Green Quarter, 124 Olivers Battery Road, Winchester, Hampshire, SO22 4HB
Tel: 01962 855615
www.winchesterrotary.ning.com

Winchester Rotary is a diverse affiliation of men and women putting something back into our community, and beyond where the needs are there. We do this through a mix of service and fundraising work, whilst also enjoying a variety of social and sporting activities.



Classifications

Bookkeeping & Accountancy Services
Victory Bookkeeping Services

Business Advisers, Venture Capital
Hamilton Bradshaw Venture Partners

Business & Management Services
Fortalis Limited

Charities & Benevolent Organisations
Winchester Rotary

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James Richardson Consultants

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The Environment Centre (TEC)

Managed Business & Enterprise Centre's
Portsmouth Centre for Enterprise

Relocation Services
HCR Limited

Transport & Infrastructure Design Consultancy
Paul Basham Associates Limited

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To update your details with us please contact:
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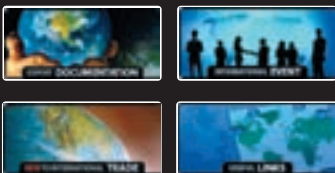


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For companies who are already in the export/import market and for those who are looking to move into it, the International Trade Centre working with UKTI South East is an essential tool to help you trade both easily and efficiently overseas



International Trade
Dates for your diary

February 2012
Export Documentation 8th 9.30am - 4.30pm

March 2012
Letters of Credit 7th 9.30am - 4.30pm

Additional International Services

Electronic Certificates of Origin,
EUR1 & A.TR Certificates

International Credit Checks
working with
UK Trade & Investment South East

For further details, please contact:
Margaret Toms on 023 8020 6166,
E: train.southampton@hampshirechamber.co.uk or visit
<http://training.soton-chamber.co.uk/training-courses.htm#international-trade>



Currency Transfer Services

Hampshire Chamber of Commerce in association with FTT Currency has the pleasure in offering another quality service to members. This compliments the Chamber's portfolio of products and benefits.

An online payments platform will be made available to all members giving you which we believe will be the best exchange rates in the market to allow cost efficient movement of funds and the tools to manage currency risk.

The system will be supported and managed by the team at FTT giving you the knowledge that experts are there to help you along the way. In 2005, the founders of FTT Currency were frustrated to find that for the cost of currency exchange for small to medium

businesses and individuals was up to 200 times more expensive than if a large corporate company performed the same trade.

FTT Currency set about building a solution to this anomaly, putting great pricing and direct international payments in the hands of individuals and small business users. The result is the FTT Currency online payment system. FTT Currency uses the smartest technology in the industry to make exchanging currencies and sending international payments fast, easy, cheap and secure.

"We are the first and still the best at delivering no nonsense international payments and transparent pricing. No jargon, no hotshot sales people and no lurid market predictions to grab your business. This is



just a simple to use online system, with professional and courteous support staff and the best real rates in the market. We continue to be the only company where you can get the best exchange rates and are able to make transfers 24 hours a day, 7 days a week".

Key Facts on FTT Currency:

- Registered in the United Kingdom - Company Number 5685288
- Regulated by FSA - Registration Number FRN 503228

- Regulated by HMRC - Registration Number 12231114
- Registered for Client Data Protection - ICO Number Z9470988
- Underwritten by 'A' rated Insurer

For further information or to use the service, please register at www.fttcurrency.com using reference HCC16
Or call + 44 (0) 20 3603 8940 or email hcc@fttcurrency.com

INTERNATIONAL TRADE TRAINING DIARY 2012

February 2012

8th Export Documentation (S)

The main objective is to help each delegate understand why they are creating the paperwork and the legal significance of the forms. The course will also consider some of the export shipping processes and procedures and help exporters understand the time management requirements

20th Introduction to Export Operations (P)

This course offers an introduction to the Terminology, Procedures and Documentation used in exporting. Gain an overview of the exporting process from first enquiry to order completion.

March 2012

7th Letters of Credit (S)

This course outlines the main procedure and practice of handling Letters of Credit from the exporters' perspective. It covers the opening procedures through to the managing Letters of Credit, completing all the paperwork, including Bills of Exchange/Drafts and presentation to the banks

19th Export - Understanding the Paperwork (P)

This course will examine the purpose of export documents in both paper and electron-



ic formats, and the information required for their efficient preparation, handling, collation and retention.

April 2012

7th Export Documentation (S)

The main objective is to help each delegate understand why they are creating the paperwork and the legal significance of the forms. The course will also consider some of the export shipping processes and procedures and help exporters understand the time management requirements

17th Letters of Credit, Drafts and Bills (P)

This course helps delegates to understand the role and structure of a Documentary Letter of Credit or Bill of Exchange (draft).

25th Import Procedures (S)

This one-day course covers Customs Clearance Procedures, Tariff Classification/Import Declarations - C88/E2, Duty/VAT Calculations/CFSP Procedures, Customs Warehousing/RGR/AEO Status, Inward/Outward Processing Relief - IPR/OPR, Preferential Trading Agreements - EUR/GSP, Customs Valuation/End Use Relief/PCC

May 2012

9th & 10th Export Starter (S)

This two-day course outlines the four key areas of export practice - terminology, documentation, customs and payments. The payment section will include approximately 1½ hours on letters of credit alone

Key: (S) Southampton office
(P) Portsmouth office
For further information please visit www.hampshirechamber.co.uk/skills_training

Southampton Lawyer crowned Honorary Consul of Finland by Finnish Ambassador

Christina Tolvas-Vincent, Employment Partner at Bond Pearce is taking on a new identity. She is becoming an Honorary Consul of Finland. Oceana House, Bond Pearce's offices on Commercial Rd will now double as an Honorary Consulate, so please don't be surprised if you see the Finnish flag on display!

Christina moved over to the UK in 1991 from Finland and has been here ever since but her connections with her home country have remained strong and she is a member of the Finnish-British Chamber of Commerce and remains a fully qualified Finnish lawyer. Christina Tolvas-Vincent, Employment Partner at Bond Pearce, said: "I am delighted to take on this new role. As a Finn living and working in the UK I have a unique perspective on the relationship between the two countries and the issues faced by those in the Finnish business



world who wish to interact with the UK and vice versa. I look forward to welcoming the Finnish Ambassador to Southampton and introducing

him to the impressive businesses and organisations we have in this city."

An honorary consul is the official representative of the government of one country in the territory of another, normally acting to assist and protect the people of the country the consul represents, and to facilitate trade and friendship between the peoples of the two countries.

Whilst there is only ever one ambassador of one country to another, there can be several consuls, often based in major cities, providing assistance to both the people of the consul's country travelling or living abroad and to those in the host country who wish to travel to or trade with the consul's country

For further information:
<http://www.bondpearce.com>

“FESTIVE FUN AND GAMES”

Chamber Members and Guests rounded off 2011 in style with a festive traditional Christmas Lunch, followed by mince pies, coffee and entertainment. The annual Christmas event of the Hampshire Chamber of Commerce Southampton Office, was held by popular demand at St Mary's Stadium, the home of Southampton Football Club.

The event this year was sponsored by Platinum Patron TSG (Technology Services Limited), a Number One support provider for small businesses in the UK, supplying communication and advice, complete IT services, proactive IT support, business software, infrastructure, hardware, TSG business on-line and enterprise solutions www.tsg.com

During lunch Sean Boon, Magician and Mind Reader entertained each table by demonstrating a number of tricks and then went on to teach us a couple of simple tricks, which with practice, could be put into practice at our own dinner parties. Over the years Sean has successfully combined the art to create magical entertainment that is modern, sophisticated and meets the needs of today's demanding audience.

Following lunch the real fun began. Each table was asked to work as a team and creatively decorate individual cup cakes and design a slogan to accompany them, no holds barred, our members certainly got into the swing of things. With icing nozzles at the ready they proceeded to ice and decorate their cakes and soon became bored with the decorations provided and used anything they saw to be creative.

The task of judging the boxes of cup cakes was undertaken by Becky Nash of Fairylicious, who presented the winning team with individual prizes. The entertainment proved to be very popular and “finger licking” good!

Following the game, two students from City College Southampton demonstrated the art of serviette folding. Members and Guests really got into the spirit of this game and astounded us with the speed at which they folded their own serviettes and delivered them for checking.

A charity raffle raised £500 due entirely to the generosity of Members and Guests who not only bought tickets but also donated raffle prizes, the proceeds of which will be donated to the Saint's Foundation who raise funds to enhance the lives of disadvantaged young people and vulnerable adults both locally and abroad.

The Hampshire Chamber of Commerce Southampton Office would like to gratefully thank our sponsors TSG for agreeing to sponsor such a splendid event. Richard Harwood of Diguru for designing and sponsoring all promotional literature for the event, Chamber members who donated raffle prizes, Sean Boon Magician and Mindreader www.hampshireremagician.com, who gave his services free and Barry Mann, www.barrymannphotography.co.uk for his continued support in taking pictures at Chamber events.

We would also like to thank Jochen Hartmann and the Halo Hospitality team at St Mary's Stadium for looking after us so well on the day.



Events diary

FEBRUARY 2012
Jazz Up Your Networking
Thursday 9th February
 The Concorde Club
 12.15pm - 2.15pm
 Sponsored by:
 Southern Daily Echo

Meet the Chamber & Business Exhibition
Monday 13th February
 St Mary's Stadium
 4.00pm - 6.30pm

Sponsored by:
 Southampton Football Club & Halo Conferencing & Events

Business South Exhibition 2012
22nd & 23rd February
 The Rosebowl
 10.00am - 5.00pm
 10.00am - 4.00pm

MARCH
Networking with our Neighbours
Wednesday 7th March
 The Beaulieu Hotel
 12.15pm - 2.15pm
 Sponsored by:
 Splice Integrated Marketing

Chamber at Home
Thursday 15th March
 Bugle House
 18.00pm - 20.00pm

For more information on all our events, visit:
www.hampshirechamber.co.uk or
 contact the events team on:
 023 8022 3541
 E: events.southampton@hampshirechamber.co.uk

Cont@cts

Margaret Toms
 Head of Membership Services
 Tel: 02380 206154
margaret.toms@hampshirechamber.co.uk



Tax finance and legal



Colin Perryman
Chairman

Chaired by Colin Perryman of Radcliffe & Co (Life & Pensions), the Tax Finance and Legal Committee is a group of Chamber member professionals which meets monthly to review and alert the Chamber membership to the implications of new employment legislation, financial, insurance and taxation topics relevant to employers and businesses. The committee members also examine the annual Budget and Finance Bill for points relevant to the business community so that submissions can be made to the Treasury Budget Team on behalf of the Chamber membership. They have been active in proposing simplifications to legislation and "red tape" which holds back economic growth. The contact point is: Kristine.salomon-olsen@hampshirechamber.co.uk

Committee members

Colin Perryman, Committee Chair
Radcliffe & Co (Life & Pensions) Ltd

Howard Robson, Committee Vice Chair,
Warner Goodman LLP

David Tipple
Chamber's Southampton Policy Board

Andrew Lines
BDO LLP

Andrew Tilley
Dutton Gregory LLP

Andy Wright
Clydesdale Bank

Andrew Quicke
Fiander Tovell llp

Chris Ricketts
Ricketts & Co

Chris Tate
Begbies Traynor Group

Geoffrey Onoufriou
Eric Robinson

Hayley Bevis
Thomas Eggar LLP

Hugh Benham
Grant Thornton

Jane Michel
Emphasis Consulting

John Chater
Bond Pearce

Kelvin Farmaner
Trethowans LLP

Lyn Nicholls
Ageas UK Ltd

Martin Street
Royal Bank of Scotland

Marc Long
Clarke Willmott LLP

Matthew Barrow
Lester Aldridge LLP

Neil Ashford
Berrymans Lace Mawer

Neville Thompson
CB Richard Ellis

Peter Williams
Lambert Smith Hampton

Shirley Anderson HR Director
Red Funnel Group

Stephanie Merritt
Paris Smith

Tim Forer
Blake Laphorn

Warren Taylor
Tenon

Further details on our lobbying are under Representation on our website at www.hampshirechamber.co.uk

Business Rates – where are we now?

The following is from a presentation to Hampshire Chamber's Tax Finance and Legal Committee by Peter Williams of Lambert Smith Hampton in January 2012.

Businesses face increased rate bills next year with the announcement of the inflation based rise in the rating multiplier (rate in the £) from 43.3p to 45.8p (42.6p to 45p for units below £18,000). Although subject to confirmation, change is most unlikely.

Small businesses will benefit from the 6 months extension from October 2012 to April 2013 of the current provision for the doubling of rate relief on a sliding scale for properties with a rateable value below £12,000

The Government has published its Response to the consultation on the details of its proposals for Councils to be funded by their rate income rather than Government grant. Necessarily the Response is detailed and complex running to over 50 pages, but it underlines the Government's intention of strengthening local financial independence and promoting investment. It acknowledges the concerns raised by this Chamber of Commerce and others, making some changes to the way the scheme will work and stating that the Local Government Finance Bill will be passed this summer, allowing the new system to come into effect on 1st April 2013.

Under the proposals for Councils to retain their business rates income, rates will continue to be based on the rental value of the property, with 5 yearly revaluations and a continuation of phasing relief. Importantly the multiplier will be still set nationally and increased in line with the RPI inflation. It is clear that business will see no change to the way rating is assessed or collected.

On the other hand, Councils face a wholly different basis of financing with rate income replacing grant income. There will be necessary adjustments to balance a Council's initial rate income with its assessed need, so that all Councils start with the same income as under the current system. This basic rate income will rise each year in line with inflation, but any growth beyond that will be retained by them as added income.

It is this added income that is intended to provide the incentive and means to promote investment in their area. However some of that added income will be taken by Government to pay to those Councils suffering a drop in income from business rates, or added liabilities. Whilst this will blunt the incentive, it is believed necessary to provide some balance reflecting the fact that some areas are intrinsically more able than others to generate growth.

The intention is to reset the system every 10 years at which point a Council would lose its added income. In recognition that some investments require longer pay back terms to be viable, a limited number of (Government) approved schemes will be granted longer periods. In Enterprise Zones the period will be 25 years. Renewable energy is given its customary place at the head of the queue with Councils retaining all additional rate income without any levy.

Sounds complicated? Well the government admits this, but believes that the independence and incentive it provides to Councils to support and encourage investment in growth, whilst providing a necessary safety net to others, is well worth the change. Business might welcome the Government's comment that it believes Councils will be



Peter Williams,
Lambert Smith Hampton

more business orientated and for financial reasons, much keener to support development. Hampshire has historically enjoyed good growth and must hope that this scheme will bring benefits to its residents to offset the pressures of living and working in its crowded environment.

Whether this new funding basis will provide the incentive and means to promote growth, or is strangled by the dead hand of Government control, remains to be seen. As to greater local financial independence, this seems a remote objective, given the degree of adjustments required at Government level.

Peter Williams MRICS IRRV RICS Registered valuer, Lambert Smith Hampton. Member of the Hampshire Chamber of Commerce's Tax Finance and Legal Committee.

Council gives go ahead for Rose Bowl Scheme

Eastleigh Borough Council have given the go ahead to develop The Rose Bowl as part of an exciting scheme that will see the Council purchase the 167 acre Rose Bowl site and buildings for a cost of £6.5M.

Eastleigh Councillors agreed to the purchase of the Rose Bowl site which will now be leased back to the Rose Bowl operators. Councillors have previously given their approval for the funding of a hotel and conference centre at The Rose Bowl stadium. The amount committed for this totals around £32.2m and this funding will come from a low interest public sector borrowing facility.

Leader of the Council Keith House said,



"This decision is good news for our residents and the local economy. This proposed purchase of the Rose Bowl complex will give the Council significant new rental income that will help protect our frontline services and help keep our council tax down." He added, "This exciting scheme will help to bring around £55 million spending a year to the local economy and create

around 500 local jobs and protect and develop a world class sporting venue."

Jimmy Chestnutt, Chief Executive for Hampshire Chamber of Commerce said, "This decision ensures The Rose Bowl's future as an international world class sporting venue. Naturally, the creation of local jobs is good for the economy but to have a venue like this is excellent for the region's business and tourism economy."

The scheme was approved subject to a number of financial and legal issues being resolved. The Council is continuing to work with its various partners to bring these issues to a conclusion soon as possible in 2012.

As one of the largest business representative organisations in the UK we are able to influence local, regional and national decision makers through our response to consultations and by taking part in, or being represented on, the various forums, partnerships, groups and agencies striving to improve the region's economic performance such as: ►

What has the European gender ruling got to do with me and my business?

Last month the European Commission published guidelines which are intended to help with the implementation of so-called "unisex pricing" in the insurance industry on 21 December 2012. Since we all take out insurance policies both in our individual capacities and on behalf of our businesses it is important that everyone considers the implications of these issues. In order to do so it is helpful to consider the background.

In 2010 the Advocate General gave a preliminary view that the use of gender as a risk factor in insurance contracts was invalid. Effectively it was argued that it contravenes the basic principle of equal treatment for men and women which underpins European Union Law. The Advocate General's preliminary ruling was not binding on the ECJ but generally it has a persuasive effect.

On 1st March 2011 The European Court of Justice ("ECJ") issued a landmark ruling which will effectively ban the insurance industry from charging different premiums for men and women. The decision concerned the case of Association Belge des Consommateurs Test-Achats and others (case C-236/09). The case was brought by the Belgium Consumers Association and was concerned with the legality of gender based risk pricing in insurance contracts.

At the moment Article 5 of the EU Gender Directive as enacted in the U.K. via The Equality Act 2010 allows insurers to charge

different premiums for men and women if sex is a "determining factor" in the assessment of risk and where it is based on "relevant and accurate actuarial and statistical data". In the real world this means that insurers commonly have different premiums for men and women because for example men are more likely to have road traffic accidents or women live longer according to statistical data.

Last month's guidelines are welcome and they have provided clarification on several points arising from the judgment. The key points include the following:

1. Only new contracts concluded after 21 December 2012 are affected;
2. Marketing and advertising activities by insurers may target one sex only, as long as insurers do not refuse access to a specific product because of a person's sex;
3. Life and health underwriting of individual risks may continue to reflect different risk factors such as health and family history, taking sex into account in light of the physiological differences between the genders;
4. Occupational pension schemes (which are governed by a different directive than insurers for equality purposes) are not required to implement unisex pricing, although they will be indirectly affected where they enter into annuity or life insurance contracts with insurers.

It is still likely to be a challenge for insurers and financial services businesses, of which there are many in the region, to ensure unisex pricing is in place by the end of the year. Overall it is likely that these changes will put an increased burden on insurance companies in terms of working out pricing and therefore the overall costs burden is likely to rise. Inevitably this will need to be passed on to the consumer and premiums will rise for individuals as well as businesses.

However, on a positive note the guidelines are a positive development and many businesses will be relieved to hear that gender based pricing will not be imposed on occupational pension schemes and that the changes will not be retrospective.

Kelvin Farmaner, Partner Litigation Services Group and Head of Insurance Litigation Team at Trethowans LLP. Member of the Hampshire Chamber of Commerce Tax, Finance and Legal Committee.
kelvin.farmaner@trethowans.com. 023 8082 0527.



Kelvin Farmaner,
Trethowans LLP

Planning and transport



Nick Farthing
Chairman

Chaired by Nick Farthing of Transport Works, the Planning and Transport Committee is a group of Chamber member professionals with a wide knowledge of planning and transport issues. It meets monthly to listen to presentations by representatives of local and regional government, which have recently included the House of Commons Transport Committee, the Dept of Transport, Fareham, Eastleigh, Hampshire and Southampton Council Planning and Transport Policy Departments. In this way, it can take an informed view and give comment on behalf of the Chamber membership concerning regional and local planning and transport policy, forthcoming major development in and around the city region, as well as reviews of topics relevant to the growth of the local economy.

Please contact
Kristine.salomon-olsen@hampshirechamber.co.uk

Committee members

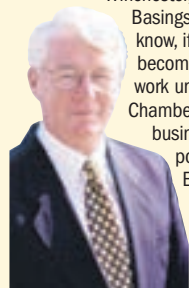
- Nick Farthing Committee Chair**
Sustrans Chamber's Policy Board
- Peter Hine**
Planning Consultant, Co-Vice Chairman
- Aart Hille Ris Lambers**
DP World Southampton
- Adam Tewkesbury**
Southampton University Transport
- Alan Gregory**
Capita Symonds
- Andy Collyer**
WestQuay
- Barry Olorenshaw**
New Forest Business Partnership
- Bob Meekums**
Mott MacDonald
- Brian Hendy**
Hendy Group
- Bryan Jezeph**
Bryan Jezeph Consultancy Ltd
- Chris Corcoran**
Southern Planning Practice
- Chris Ridge**
London Clancy
- Ben Grist**
Enterprise Rent A Car
- Clive Watkins**
Lambert Bros Haulage
- David Knott**
TKL Architects
- Gary Whittle**
Meachers Group
- Gavin Hall**
Savills Southampton
- Graham Barton**
Palmer Harvey McLane, Fareham
- Graham Tuck**
Southampton City Council-Planning
- Hanif Brora**
Associated British Ports
- Ian Welland**
Southampton City Centre Manager
- Jeff Walters**
Soton City Council Economic Development
- Joanne Turner**
Freightliner Ltd
- Kathryn Rankin**
Eastleigh Borough Council, Economic Development
- Mark Miller**,
2M Transport Solutions
- Matt Kitchin**
First Group
- Michael Dorgan**
EDP Consulting Engineers
- Murray Carter**
Red Funnel
- Nikki Honer**
Bluestar Bus
- Phil Marshall**
Soton City Council -Transport Dept
- Richard Purcell**
Thomas Eggar
- Russell Mogridge**
Hughes Ellard Surveyors Fareham
- Steve Thurston**
Southampton International Airport
- Tony Mundy**
Fareham Borough Council Economic Development

Working For You...

Hampshire Chamber of Commerce is a member of a number of important working parties, committees and consultation panels. We are there to look after the interests of business in general and our members in particular. I will report back to you via this column and would very much like feedback from you.

"The Chamber's policy on issues of concern or interest to the business community in Hampshire is formulated by our local policy groups that meet in Southampton, Portsmouth,

Winchester, Andover and Basingstoke. Please let me know, if you would like to become more involved in the work undertaken by your Chamber in supporting the local business community and supporting the two new Local Enterprise Partnerships in Hampshire - Solent LEP in the south and Enterprise M3 LEP in the north.



Jimmy Chestnutt
Chief Executive
Hampshire Chamber of Commerce

As the Independent Voice of Business, the Hampshire Chamber of Commerce is busy representing you on many committees. Coming up are:

DATE	MEETING / COMMITTEE	REPRESENTATION
1 February	Chamber Winchester Area Committee	Ian Welland - Head of Area Development
1 February	Chamber Planning & Transport Committee	Kristine Salomon-Olsen - Representation
2 February	Chamber Tax, Finance & Legal Committee	Kristine Salomon-Olsen - Representation
2 February	Southampton Connect	Jimmy Chestnutt, Chief Executive
2 February	Fareham Town Centre Management Steering Group	Margaret Toms - Head of Membership Services
6 February	Chamber Andover Area Committee	Ian Welland - Area Development
7 February	Test Valley Apprenticeship Celebration	Ian Welland - Area Development.
14 February	Chamber Basingstoke Area Committee	Ian Welland - Area Development
21 February	Chamber Southampton Business Board	Jimmy Chestnutt - Chief Executive, Ian Welland - Area Development
24 February	Chamber Portsmouth Policy Council	Ian Welland - Area Development

- Southampton Low Carbon Group
- South East England Chambers of Commerce
- Southampton Port Futures
- Hampshire Asian Network
- Enterprise M3 Local Enterprise Partnership
- Business Solent
- Solent Local Enterprise Partnership
- Southampton Connect
- Southampton Old Town Steering Group
- Southampton Airport Consultative Committee
- Fareham Town Steering Group



Business coach and entrepreneur advise business owners

Guy Miller, a Petersfield based business mentor and coach, gave a short talk at a networking meeting arranged by the Petersfield Branch of HSBC Bank held on Tuesday 22 November, on how our innermost feelings drive our behaviour and its impact on business success.

The meeting is one of a series of relationship building events by the bank for its business clients, known as 'Talking Business', to show their support for business owners during the current difficult climate. The evening opened with an introduction by Maureen Cull, Manager for Business Banking and her colleague, Neil Smith, Commercial Manager.

James Heroys of Alexander James People and Property, who has set up a new estate agency specialising in

Hampshire, West Sussex and Surrey, spoke of his business journey and talked about how he obtained support from the bank.

Guy Millar gave the audience his top tips for success in the current economic climate. He said: "Right now, it is really important that business behaviour is aligned – that is to say its actions and messages are congruent with its stated values. Customers and employees are fed up being lied to, exploited and taken advantage of. There is an opportunity for companies with true integrity because people want to believe in something.

"You should also pay attention to what you are thinking because our thoughts are very powerful. Right now, there is a lot of fear about the future that manifests itself in stress,

busyness, exhaustion and overwhelm. There is a way to take responsibility and empower ourselves."

Guy continued: "At this time of year it is really important to start setting goals for 2012, not just in business but for our personal lives as well. Good goals give us purpose and a sense of meaning in our lives."

The Millar Method recently launched a new course called 'Life Changes' which presents business owners with a proven 7-step method to improving both their business and personal success by changing their behaviour.

For further information in confidence, email guy@themillarmethod.co.uk.

Accountants James Cowper crowned Tax Team of the Year at British Accountancy Awards

Thames Valley and South Coast accountants and business advisers James Cowper was named 'Tax Team of the Year' at the prestigious annual British Accountancy Awards.

The firm was awarded 'Tax Award of the Year, National, Mid-Tier, Independent Firm' for its work in advising companies and their investors in relation to Enterprise Investment Schemes (EIS).

The judges, in giving the award, said: "James Cowper has carved out a timely niche for themselves punching well above their weight. They committed themselves to innovation in their specialist area and made it work in diverse industries."

Steve Clarke, Managing Partner

James Cowper, said: "We are thrilled with this award. The British Accountancy awards have confirmed what my colleagues and clients already know – that James Cowper has the best tax team in the UK outside the global accountancy firms."

The award was given to James Cowper's Tax partner Chris Lee, who leads the firm's EIS work, at a glittering award ceremony in London in front of 1,000 of his peers.

Chris said: "James Cowper has a real strength in this kind of work, acting for businesses as diverse as bloodstock, private schools, nuclear fusion and oil wells in Texas, USA. This award is in recognition for all of the hard work and effort everyone at James Cowper has put into ensuring

the firm is the first choice for businesses and individuals needing top quality advice."

EIS is a valuable tax relief for investors, and to be able to offer EIS relief gives a business a competitive edge in securing equity funding.

Chris adds: "Outside the large national firms there is a lack of general awareness of the opportunities offered by EIS, and particularly in relation to EIS investment funds, and of the particular complexities of the legislation. We have a strong track record for this kind of work, and it is encouraging to have it recognised."

For more information: <http://www.jamescowper.co.uk>

Chambers Recommended Partner Joins Trethowans' Commercial Litigation Team

Southampton and Salisbury based law firm Trethowans has bolstered its Commercial Litigation Team with the lateral hire of Chambers 'Leading Individual' Jon Kelly as a Partner.



Jon is a very experienced lawyer with extensive commercial litigation experience and a niche expertise in banking and insolvency related litigation. At his previous firm he headed up a Commercial Litigation team in Southampton and more recently headed up the Banking and Finance team. Jon's commercial experience includes contractual disputes, partnership and shareholder disputes, professional negligence claims and property disputes. On the banking and insolvency side, Jon specialises in complex disputes which involve advising on enforcement strategies, actions on guarantees and security realisation through court action, LPA receiverships and other insolvency procedures. Jon has represented some of the largest UK banks as well as a range of other financial institutions and insolvency practitioners.

Jon's abilities and reputation are acknowledged in Chambers and Partners (a key independent guide to the legal profession) in which sources have praised him for his ability to "understand exactly what business moves clients want and need to make, across different departments and markets". He has also been described by sources in this publication as an "excellent negotiator" and "a highly effective operator who achieves good results for the client". The latest edition states that Jon "attracts praise for his user-friendly advice and quick turnaround time". Sources in another leading publication, the Legal 500,

describe Jon as providing "sound and pragmatic advice".

Jon is well-known in the South coast business community. Commenting on his arrival, Jon said "I am delighted to be joining the Commercial Litigation Team at Trethowans. Trethowans has an excellent client base and my broad experience of commercial disputes together with my particular expertise in banking and insolvency matters complements the existing skills within the team. The firm continues to invest in key areas and I look forward to being part of the ongoing development and success of its commercial practice."

Simon Rhodes, Managing Partner, said the appointment showed the continued commitment to improving the strength and depth within the firm for the benefit of its clients. "I am delighted to welcome such a talented, well-regarded individual to the firm. Jon's arrival underlines our commitment to providing the very best service for our commercial clients. With the high quality lawyers that we already have here, the firm is better placed than ever to look after the needs of our clients."

The Blue Lamp Trust Conference

On Friday 25th November 2011, Katy Roberts, Project and Marketing Manager at JobServe Events, attended an extremely informative Conference, hosted by The Blue Lamp Trust entitled "Corporate Manslaughter: Don't Put Yourself in the Dock". This brought Road Safety Week to a dramatic conclusion with a re-enactment of a passenger being rescued from a vehicle hit by a business driver who had fallen asleep at the wheel. The demonstration took place at Hampshire Fire and Rescue in Winchester, where the country's first Road Safety Unit has been established to focus on the increasing problem of death on the roads.

The Blue Lamp Trust is a charity that was launched in September 2010 by Chief Constable, Alex Marshall and the then High Sheriff, Alan Lovell who remains as Chair. Originally set up to support vulnerable people in the community suffering as a consequence of either burglary or domestic abuse, now also focuses on creating safer roads through driver education. Available for both business and the general public, Hampshire Police Authority and Hampshire Fire and Rescue services (HFRS) are partners and provide core funding.

"Peter Lowe, Regional Sales & Marketing Director of Car Call UK and the conference sponsor said "I attended a course and my driving has changed. I used to drive in the fast lane and now I realise that I can't do anything about other people's driving but I can do something about mine."

Katy Roberts, Project and Marketing Manager for JobServe Events said "I just wanted to let you know how much I thoroughly enjoyed Friday's conference in Winchester. What a fantastic opportunity to meet with like-minded business people, but more so, what a brilliant opportunity it was for me to learn SO much more about what we, as a business, should be aware of, and need to be doing. I thoroughly enjoyed both sessions presented by the Blue Lamp Trust, and I'll be discussing this in more detail with colleagues".

The Blue Lamp Trust has been appointed as our nominated charity for Business South 2012, held at the Rose Bowl, Southampton on 22nd and 23rd February 2012.

For more information about what the Blue Lamp Trust do, please visit www.thebluelamptrust.org.uk

‘Electric Bikes ?.... you must be kidding’

This was Marie Kille's first reaction when Steve Lyons, the newly appointed Sales Director at Southampton based Electric Bike World, told her about his recent change of career during a brief encounter at South Winchester Golf Club.

It was only in September this year that Marie represented Great Britain in the ITU World Triathlon Championships in Beijing, finishing 10th in her age group making her, well and truly, an elite athlete.

It is not every day someone you know represents their Country internationally and after telling Steve of her adventure Marie asked to try one of the bikes in their high performance range, the LifeCycle Mountain Sport. Her report could not have been more encouraging, dispelling some of the myths surrounding electrically powered bikes.

‘As a qualified personal trainer I believe that any movement is better than no movement at all. I can see so many uses for this bike. One of the reasons I love

cycling to work is that it saves cash, I don't sit in traffic and I have exercised. In summary the LifeCycle makes me smile every time I ride it’

Full details of Marie's blog can be found at www.electricbike-world.co.uk.



Do Business. Talk Business. Grow Business.

It is no secret – we brace ourselves for what the press is calling “yet another potential recession”. Never has the need been more prevalent to develop existing business relationships and to nurture new business relationships in and around our economic community, than now. Business South, the region's leading Business2Business show, aimed at the SME market, is a fantastic tool to be able to do just that.

Sponsored by the Hampshire Chamber of Commerce, Hampshire County Council, BH1 Promotions, The Wow Company, Isle of Wight Chamber of Commerce, MyDonut, N3 Display Graphics and Eastleigh Borough Council, this event gives visitors the perfect opportunity to network with local companies, build up a portfolio of locally based suppliers and to generally gather local business information in a face to face setting.



Business South 2011 saw a large increase in the quality of visitors with real purchasing power, eager to do business, and who all view the value in attending events like Business South immeasurable, in order to receive the return on their time and money invested in Business South.

Although Business South plays host to a variety of established business in the region, JobServe Events recognise the importance of the new business and entrepreneurial spirit. The New Business Zone; commissioning its own space on the exhibition floor, is designed to give new businesses a chance to

gain exposure amongst the South's larger and more established organisations. This Zone offers a low cost opportunity through subsidised stands for new businesses to help them find out how exhibiting can help them grow their business.

Business South offers businesses a special opportunity to raise their profile and network with the right people.

Business South 2012 is a business directory come to life and represents a wide range of the spectrum of local businesses and a diverse range of products and services. This is the perfect opportunity to

network with like minded people, build and increase your portfolio and raise company profile!

With exciting show features like the Wow Business Growth Zone, the Splice Web Clinic, the Key Note Address by Nigel Botterill, the Social Media Master Class and so much more, Business South is guaranteed to give loads back to all those who actively choose to participate.

Business South will be running on 22 & 23 February 2012, from 10:00 – 16:00 on both days, at the Rose Bowl, Southampton.

Further information on visiting and exhibiting and sponsorship opportunities at Business South 2012 are available online at www.business2businessshows.com or by contacting Matt Evans on 01823 250 530 or emailing sales@jobserveevents.com.



WORKING WITH THE CHAMBER

The Chamber of Commerce works across many sectors and Partnerships to promote the voice of Business

Working with

Eastleigh Borough Council

Eastleigh Passenger Transport Forum

Enterprise M3 Local Enterprise Partnership

Fareham Borough Council

Fareham Town Steering Group

Fareham Town Marketing Group

Graduate Jobs South

Hampshire Asian Network

Hampshire County Council

New Forest District Council

New Forest Business Partnership

Romsey Chamber of Commerce

Royal Institute of Chartered Surveyors (RICS)

Solent Local Enterprise Partnership (LEP)

Southampton Solent University

Southampton Airport Consultative Committee

Southampton Connect

Southampton Low Carbon Group

Southampton Port Futures

Southampton Property Association

Southampton City Centre Management – Streets Ahead Southampton Ltd

Southampton City Council

Test Valley Borough Council

UKTI

University of Southampton



Southampton Business Success Awards

Southampton City Council has teamed up with Hampshire Chamber of Commerce to recognise the contribution that businesses make to the life of the City of Southampton

Jan Ward Managing Director of Corrotherm International and Jimmy Chestnutt of Hampshire Chamber of Commerce are two of our judging panel. Jimmy says "There are many ingredients that make up a good business, and in particular the judging panel will be looking at three key areas. The first being Business growth and sustainability, so important in these challenging trading circumstances, this will include home markets and export activity. The second element of the award criteria will be how a business performs with regard to the recruitment, training and retention of its staff, and also what skills exist within the business. Finally the judges will be examining how the business manages itself. From owner manager through to how it integrates with its community. I am confident that our team of judges will come up with a winner, who will be presented with the awards by the Right Worshipful the Mayor of Southampton at the Mayor Making ceremony in Southampton Guildhall in May 2012."

Kris Brasted, Director for Inca Design said: "It really is a pleasure to be involved yet again with the Hampshire Chamber of Commerce and the Southampton City Council, since designing their



Kris Brasted – Director, INCA Design

Southampton Low Carbon Group logo and website. INCA delight in all initiatives encouraging business activity for Southampton's companies to grow and prosper and being the founding sponsor of their Southampton Business Success Awards is an honour! We are committed to developing and reinforcing Hampshire's economy with our innovative ideas and creativity. You don't get a second chance to make a first impression!"

For entry forms, contact Denise Barlow at: denise.barlow@hampshirechamber.co.uk Deadline for entries is 31 March 2012.

Southampton Business Success Awards

Welcome to the first Southampton Business Success Awards, brought to you by Hampshire Chamber of Commerce and Southampton City Council

The Award aims to recognise the contribution that businesses make to the life of the City

The winner will be presented with the award by The Right Worshipful the Mayor of Southampton at the Mayor Making ceremony in Southampton Guildhall in May 2012

If you trade within the 'SO' post code area and have been trading for more than 3 years with a turnover of less than 6.5m, then please e-mail: denise.barlow@hampshirechamber.co.uk for your entry form request before 28th February 2012
Deadline to receive completed entries will be 31st March 2012






HAMPSHIRE
chamber of commerce

www.hampshirechamber.co.uk



Damian Horan, Stephen Norris, Simon Pimlott and Vicky Hydon

New Marine Team Provides Outstanding Niche Service

BUSINESSES and individuals looking for specialist advice on marine personal injuries will be pleased to learn that Moore Blatch Resolve has set up a dedicated team catering specifically for these types of claims.

The marine team which consists of four key members of Moore Blatch Resolve including; Damian Horan, Vicky Hydon, Stephen Norris and Simon Pimlott has a combined experience of nearly 50 years and will provide a tailored service.

Head of legal practice at Moore Blatch Resolve, Damian Horan comments: "We regularly handle a range of marine injury accidents and the new team is a nat-

ural development of the work we are already completing."

Dealing with cases from passengers being injured on ferries, speedboats, dinghy sailing and yachting the team has handled both minor and serious injury claims, with the most recent being settled for £500,000. Representing employers and employees, the team also has substantial experience of marine personal injuries that have occurred through work.

Damian continues: "Marine injury claims can be incredibly complicated with a number of potential pitfalls to avoid. This makes it extremely important that anyone looking for advice in

this area seek expert assistance."

Marine injury claims can routinely include jurisdiction issues, with contracts of carriage also influencing proceedings and a shorter period of time to lodge a claim than other personal injury claims.

All of the members of the team have a genuine enthusiasm and interest in sailing including Vicky Hydon, who is a former National and European Champion in dinghy sailing.

For anyone looking for advice in this area of work please contact Moore Blatch Resolve on 023 8071 8000.

Spring Season 2012 at The Mayflower theatre

The Mayflower is all ship-shape as the breathtaking Broadway and Barbican production of Rodgers and Hammerstein's South Pacific arrives on 17 January and runs to 4 February; swiftly followed by The Russian State Ballet of Siberia who is making its first visit between 7th and 12th February bringing to life four of the world's most beautiful ballets in exquisite productions of La Fille Mal Gardée; Sleeping Beauty; Swan Lake and The Nutcracker.

Dreamboats and Petticoats, the musical inspired by the million-selling albums returns from 13th to 18 February featuring songs of Roy Orbison, Eddie Cochran and Chuck Berry and many more; and the Nuns arrive for the spectacular Sister Act for a two-week run from 21 February. Calendar Girls are making their final appearance in Southampton between 5th and 10th March, telling the true story of a group of ordinary ladies who pose for a charity calendar with a difference!

The master of magic, mind and manipulation is the psychological phenomenon that is Derren Brown: Svengali, who returns for a week from 12th March; and then the stage is set as The Mayflower brings Leicester Curve's acclaimed production of Rodgers and Hammerstein's The King and I to Southampton from 20th to 24th March.

The Welsh National Opera's Spring

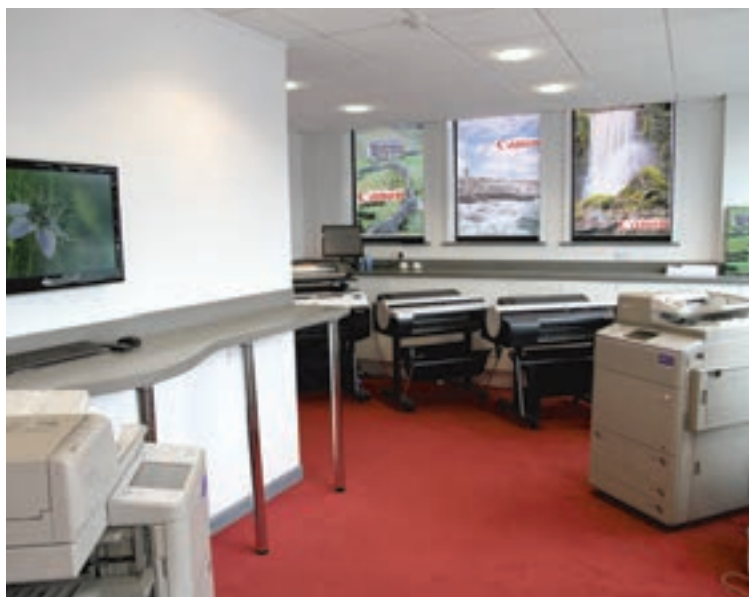


Season Week opens on 27th March with the return of David McVicar's highly acclaimed production of Verdi's La Traviata; with other productions including Berlioz's Shakespeare-inspired Much Ado About Nothing and Mozart's The Marriage of Figaro starring Rebecca Evans who makes a welcome return in the role of Countess Almaviva in a 1930s setting. Beatrice and Benedict, the story of the celebrated quarrelsome couple, is also staged during the week.

On 3rd April, Dirty Dancing opens for a four week pulsating run in a fantastic production telling the classic story of Baby and Johnny during the most challenging summer of their lives; and the excitement continues with Cameron Mackintosh's new production of Lionel Bart's Oliver! from 1st to 26th May starring Brian Conley as Fagin, Samantha Barks as Nancy and Ian Fletcher as Bill Sikes.

Tickets for all shows on sale at:
 • Mayflower Box Office, Tel: 023 8071 1811
<http://www.mayflower.org.uk>
 • Mayflower Ticket South (Marlands Shopping Centre, Southampton)
 • Ovation Restaurant Bookings, Tel: 023 8071 1833

Platinum Patron



Condor Office Solutions help you take control

Chamber member (and sponsor) Condor Office Solutions are helping local companies take control of their printing costs. Gartner, the respected research company believe that the cost of printing and expenses surrounding them were normally the next biggest cost after salaries, motor and premises. They also suggest that introducing simple management controls could lead to savings of up to 30%. But how should a company unlock this hidden savings opportunity.

The first step needs to be getting a clear picture of the current situation and that's where Condor come in. They have invested in advanced software which sits discreetly on your network for up to 30 days. At the end of this it will provide you with a comprehensive picture of all the printing in your organisation. What is printed by whom from what application and to what printer.

Invariably it highlights areas where immediate savings can be made without the need for any investment other than a little time and effort. The greatest savings areas tend to be;

- The use of colour when black would suffice.
- Printing to convenient but very expensive devices.
- Single sided documents that could be produced double sided.
- Totally unnecessary printing of documents.

Only once you know what is happening can you take steps to control things. For example Condor can set up a system which enforces prints of emails to be in black and white and double sided. Peter Robertson of condor is passion-

ate about the benefits of taking a print Audit. "We are yet to conduct an audit where the customer hasn't been fascinated by the results and all have been able to make real savings straight away". Graham Jacobs of Picador PLC was one such customer "I guess printing was a forgotten overhead. We had no policy about how we organised our printers and how they were used. Since taking the Condor print audit we have taken control of the situation and made a number of painless changes which reduce our costs significantly – We also feel we are doing our bit for the environment by reducing our paper usage."

The charge for a print Audit varies between £575 and £1250 depending on the number of employees but for the first quarter of 2009 Condor are offering the service to fellow Chamber members free of charge. "There's no such thing as a free lunch!" I hear you cry. Chris explained why Condor were doing this. "We do genuinely want to help other members but there is a benefit to us as well. It is a great opportunity for us to impress companies and if we do they will hopefully think of us at some point in the future when they come to change their copiers, printers or scanners."

To take advantage of a free audit from condor, please call Peter on 023 8023 2444 or Email: peter@condoroffice.co.uk

Condor have been judged by Canon UK to be their No 1 reseller in terms of service quality in the UK.

for more information: <http://www.condoroffice.co.uk>

Our patrons

Hampshire Chamber of Commerce is pleased to recognise the following companies amongst its Patrons in 2012

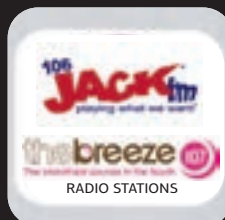
PLATINUM PATRONS



GOLD PATRONS



SILVER PLUS PATRON



BRONZE PLUS PATRONS





Chamber First

The Chamber has available to its members a number of exclusive services giving you the opportunity to benefit from a range of business services at substantial discounts from standard market rates.

Business Services and Support:

- **Chamber BusinessCare**
a complete business support solution
- **Chamber Healthcare**
peace of mind
- **Chamber Legal Advice Line**
comprehensive advice for legal and accountancy matters
- **Chamber Passport**
Special offers and discount for all your employees.
- **Chamber Office Supplies**
cost effective and quality
- **Chamber Telecommunications**
exclusive savings
- **Chamber Utilities**
cost efficient purchasing
- **Chamber Mailshot**
Get your message out to all our Chamber members
- **Networking events**
Opportunities to meet and do business with fellow business people
- **Business Information**
Fast answers to your business queries
- **Training**
For all your training needs
- **Seminars**
Informative presentations on legal and local issues
- **International Trade/Chamber International**
Grow your overseas business
- **Promotion and Sponsorship**
Position your message along side the Chamber of Commerce
- **Mailshots/Mailing lists**
Target your message to companies locally & across the UK
- **Credit Checks**
Peace of mind when establishing credit with customers or other partners

FREE DONUTS – New websites offer free expert advice to local businesses

Starting and running a business can be challenging, especially when economic conditions are tough. One of the key obstacles business owners face is not knowing how best to manage key tasks, and this can hamper small firms' success.

To save local firms time and money and to help bolster our support to businesses throughout the county, Hampshire Chamber of Commerce, in partnership with market-leading SME specialist BHP Information Solutions, has launched three new websites.

"More than ever, new and existing businesses in Hampshire need support and the new sites can save them time and money. The information is free and it is available as and when business owners and managers need it," explains Jill McDonagh, Membership Services Manager of Hampshire Chamber of Commerce.

Underpinned by the knowledge of hundreds of leading experts from throughout the UK and backed by heavyweight sponsors such as Google, Microsoft, Sage, Royal Mail and others ("which means no annoying pop-up adverts, thankfully"), the IT Donut, Marketing Donut and Start Up Donut websites provide practical, step-by-step advice about a vast range of key business-management tasks.

"The information is 'real-world' and gives, particularly to small businesses, the chance to learn from others who have 'been there and done it'" Jill adds. "It deals with challenges faced by businesses throughout our region every day of the week and shows how they can be met".

"As well as case studies, expert question-and-answer pieces, how-to videos, free templates and online tools, there's a weekly round up of local

and national business news and events and a forum upon which businesses can network and appeal directly for specific advice on issues they face."

Hampshire Chamber members will also receive a free, monthly, email newsletter and save money thanks to a range of discounted offers. "Together, we believe the Donut sites potentially provide a huge resource of free support that can help local businesses succeed," Jill concludes.

For further information, please visit:
http://www.hampshirechamber.co.uk/information_advice

or bookmark the following website URLs:
<http://www.itdonut.co.uk/s/HAM036>
<http://www.marketingdonut.co.uk/s/HAM036>
<http://www.startupdonut.co.uk/s/HAM36>

Chamber Training – For all your training needs

With substantial discounts for members you won't find better value locally!

February Training

Winning Business Face to Face	7 February	Southampton Office
Export Documentation	8 February	Southampton Office
Emergency First Aid At Work	10 February	Southampton Office
Confident Tele Sales	22 February	Southampton office
Becoming a successful Supervisor or Team Leader	28 February	Southampton Office

March Training

Letters of Credit	7 March	Southampton Office
Presenting With Confidence	21 March	Southampton Office
Effective Time Management	26 March	Southampton Office
Becoming a Successful Supervisor Or Team Leader	27 March	Southampton Office

April Training

Getting the Best out of your People`	18 April	Southampton Office
Excellence in Customer Service	24 April	Southampton Office
Import Procedures	25 April	Southampton Office

May Training

Exporter Starter – 2 Days	09/10 May	Southampton Office
Becoming a Successful Supervisor Or Team Leader	22 May	Southampton Office

For more details on training courses we offer, visit our website www.hampshirechamber.co.uk or contact us on:

023 8020 6166 or
E: train.southampton@hampshirechamber.co.uk

Investment in your people is the best way to guarantee improvement in your business. Whatever your training requirement we can help you. Give us a call today.

Our wide ranging, highly qualified team of training partners guarantees you the very best results for your business. Quality training at fair prices.