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LEADER

And the price is only ...

.....
Steve Jordan, Editor



A few years ago I delivered sales training to movers. I felt I had earned my stripes after the best part of 20 years on the road, eating biscuits, drinking warm tea and fighting off canine friends, to help the next generation with a few of the tricks of the trade.

But I quickly became aware that the generations were different. In my day, life was much more 'seat of the pants'. Quotations were worked out, whenever possible in the home, face-to-face with the customer, on photocopied sheets of A5, based on little more than gut feeling and a large helping of experience. They might not have always been penny perfect, but they were close enough to turn a profit and let me close the sale, before the bloke from Smash 'em and Ship 'em got a chance.

When I suggested to my students that this might be a good tactic, enabling them to watch the whites of the customer's eyes as they delivered the news, justify the 50 quid difference between them and the other lot, and ask for the order – I was laughed out of the room. They would never be allowed to work out the price themselves, that was a separate, skilled job. Their boss would never allow it. Besides, that type of high-pressure selling just wasn't seemly. Much better to leave quietly, promise a quotation in the post, and let the opposition have a free ride.

Although I explained the errors in their thinking, it was obvious that I wasn't getting anywhere. However, things have changed. Now we have online systems that can provide shipping and destination services charges instantly, easily accessed from a tablet or smartphone. Now the business owner has no reason and the salesperson no excuse for not providing an instant quote. But I wonder how many companies do it? I'd be really interested to hear.

Is your company still leaving customers hanging on for quotes and denying your sales people even the opportunity of flexing their selling muscles? Do they even know which muscles to flex? Or have you adopted the new technology that allows you to take the really old methods, the ones my competitors and I used in the 1980s, and adapt them for the modern world?

It's said that if you wait long enough, everything comes around again. But it might not always look quite the same.
Steve Jordan



● Bishop's Moves' new Peugeot-powered vans from Maxi Mover.

Bishop's Move expands its vehicle fleet

Bishop's Move has announced the expansion of its vehicle fleet following the purchase of six new lo-loader vehicles in June.

The six Maxi Mover Luton vans will operate from depots in Edinburgh, Leeds, Cambridge, Crawley, Guildford and Portsmouth.

The new vehicles can hold up to 775ft³. The Peugeot-powered vans are identical and were specially built by Maxi Mover to the company's specifications. The vans have a ramp for additional loading assistance and the ability to raise or lower the suspension, achieving a possible loading height of just 450mm. Peugeot is the lightest chassis cab available and will enable the company to maximise its payload potential.

The vehicles will be used for jobs

with poor access as well as origin and destination services. The three-year manufacturer's and body warranty, as well as 30,000 mile servicing periods, will also benefit the company. Other features include cruise control, factory satellite navigation, reversing sensors, cab and body alarms and speed limiter set to 62mph.

Al Bingle, Managing Director of Bishop's Move said, "We continue to monitor the procurement of our nationwide vehicle fleet and this recent investment reflects the changing needs of the relocation industry away from the traditional removal pantechnicon."

100th branch for Simply Shredding

Simply Shredding has announced that it now has 100 secure document destruction branches throughout the UK. The latest additions in Newark, Yeovil and Exeter bring the first operations to the South-West; an area in which the company is looking to expand still further.

Since the creation of Simply Shredding in 2009 it has steadily grown throughout the UK and now provides a nationwide network of independent shredding companies offering services to both business and home customers.



There are plans to develop the network in towns and cities not currently served by the company. If you would like to consider becoming part of the Group, please e-mail info@simply-shredding.co.uk.

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NEWS: UK

BISHOP'S MOVE SOLENT RELOCATES TO PIONEER PARK

Bishop's Move has relocated its Portsmouth branch to new purpose-built industrial premises in Pioneer Park.

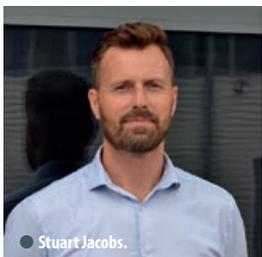
Pioneer Park is located on Portfield Road and forms part of the established Airport Industrial Estate. The branch has easy access to both the A27/M27 and the city centre.

The new building comprises a shell fit-out with 9.6m height eaves, full height electric loading doors and even a renewable electricity supply using solar panels.

Stuart Jacobs, Bishop's Move Solent Branch Manager said, "It seemed a daunting task to relocate from the old offices, particularly considering the sheer amount of storage containers to move, all in the space of two weeks. It was also the busiest two weeks for the branch year to date. However, all staff involved with the project worked tirelessly throughout, not only to ensure the relocation was completed on time, but that our customer focus was not compromised in any way. This process gave me the opportunity to look upon things from a different perspective and gain an understanding of how our clients feel when relocating premises and the challenges they face."

"This process gave me the opportunity to look upon things from a different perspective ..."

Stuart Jacobs



Stuart Jacobs



Homeowners would rather wait than sell at a reduced price, according to the survey.

Property supply down in UK following election uncertainty

Of the 100 towns and cities that online estate agency HouseSimple.com analysed, 81% of areas saw property supply fall in June compared to May.

Dundee and Barnsley registered the biggest drop offs in property supply, down 48.1% and 39.3%. Of the few areas that saw a rise in new listings in June, Lichfield and Hartlepool registered substantial gains of 20.6% and 18.7% respectively.

The first table shows the ten UK towns and cities that experienced the biggest decreases in new property listings in June versus May.

The second table shows the ten UK towns and cities that experienced the biggest increases in new property listings in June versus May.

The capital bucked the trend, with property supply up 5.3% across the boroughs. Sutton stood out with new property listings in June up by more than half (54.1%) compared to May.

Alex Gosling, CEO of online estate agent HouseSimple.com, said: "The supply drought continues. The property market was hoping for a downpour of new stock in June, but the Conservatives crawling over the line failed to deliver the injection of confidence the market needed, and put paid to any chance

Town/City	Region	% fall in new listings in June vs May
Dundee	Scotland	-48.1%
Barnsley	South Yorkshire	-39.3%
Sunderland	North East	-25.2%
Torquay	South West	-25.1%
Hereford	West Midlands	-24.5%
Slough	South East	-23.8%
Hemel Hempstead	East	-22.1%
Bolton	North West	-21.5%
Ipswich	East	-21.1%
Rotherham	South Yorkshire	-20.6%

Town/City	Region	% rise in new listings in June vs May
Lichfield	West Midlands	20.6%
Hartlepool	North East	18.7%
Peterborough	East	17.2%
Cambridge	East	16.4%
Southampton	South East	13.4%
Hull	East Yorkshire	12.9%
Gateshead	North East	12.3%
Aberdeen	Scotland	12.1%
Warwick	West Midlands	11.9%
Oldham	North West	11.6%

of a late spring bounce. Price growth has stalled, and sellers, it appears, are choosing to stay put, rather than

accept marketing their properties at a lower price than they might have done a few months ago."

Burke Bros provides pedal power

Burke Bros Moving likes to play its part in helping fundraising initiatives for charities local to its Midlands-based head office.

Managing Director Gary Burke took time out for the 105-mile Wolverhampton to Aberdovey Bike Ride before receiving his medal from Paralympic athlete Ellie Simmonds.

The annual charity bike ride is held to raise funds for a number of local charities. This year 14 charities including: Acorns Children's Hospice; Changing Lives; Newlife Foundation to the Shrewsbury Music Therapy Unit, all benefitted from the fundraising event. Thanks to the 700 fellow cyclists taking part, the event has raised in excess of £105,000. Despite a number of unfortunate minor accidents along the way, cyclists completed the ride at Aberdovey Yacht Club on the afternoon of Friday, 16 June, with Gary crossing the line shortly before 3pm.



● Gary Burke.

Speaking about the event Gary Burke commented, "It's important, as a company, that we give back to our local area through such fundraising events. We also value the pursuit of sport amongst our employees to maintain a work/life balance and benefit from the discipline, team work and focus that playing sports can bring."



Lights out moving service

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INTERVIEW: NIGEL SHAW

Steve Jordan talks to Nigel Shaw as he takes over the chairmanship of BAR's Commercial Moving Group (CMG).



TAKING UP THE CMG REINS

Nigel Shaw, Group Director for Specialised Movers in Sheffield, became the CMG chairman at the annual BAR conference in May. Some might say it's about time, seeing as Nigel has been working on the CMG Council for at least 15 years. Nigel, by contrast, with his trademark enthusiasm, is sure that the timing is perfect and is greatly looking forward to the task ahead.

Before discussing any plans he might have, Nigel was quick to praise his predecessor, Sarah Cole, Managing Director of Universal Commercial Relocation in Greenford, West London. "She's taken the CMG in a completely different direction on the marketing side," he said. "Sarah worked very hard on brand awareness and it's really paying off."

Nigel explained that the CMG has recently partnered with *Premises and Facilities Management* magazine and is sponsoring its 'Partners in relocation' award at the annual awards ceremony taking place at The Brewery, Chiswell Street, London on Wednesday, 1 November. "We are also advertising on their online publication," he said. CMG is also making full use of social media having recruited Andy Carr to manage the online promotional programme and website development. "It's all aimed at further improving our brand awareness and getting the CMG message out to a wider audience."

It was in September 2009 that the CMG made the bold decision to require all members to achieve the BS 8522 standard (originally PAS 126) for commercial moving services. Nigel said that this had proved to be a great success having lifted standards within the industry and

ensured that BS 8522 accreditation and/or CMG membership appear on many tender documents.

"It's made a very big difference," said Nigel, "because having BS 8522 ticks a lot of the health and safety boxes required by facilities managers and large corporations. It saves a lot of time and effort for everyone." Nigel explained that although BS 8522 is a requirement of CMG membership, they are often weighted separately on tender documents and the omission of either one can make the difference between a pass and a fail.

Nigel said that CMG membership was currently steady at around 55 members who appreciate the benefits it offers. "Of course, it's not necessary to be a member of CMG to obtain BS 8522 but membership does provide the backup of BAR, including, the networking opportunities, the dispute resolution service and the increasingly important brand recognition," he said.

He also acknowledged the initiative of David Bunting, a past CMG chairman, who two years ago suggested that it was important for the CMG Council to interact more with members. His suggestion was for all the 11 councillors to telephone four or five members before each council meeting to gain feedback. "This has built a warm relationship between the council

and the members, and has gained some very interesting feedback, which is then discussed at council meetings," said Nigel.

The CMG has a range of new projects that are exercising Nigel's waking hours. It is working closely with PHS crate rental to create a database for customers triggered by the individual crate bar code. It means that the customer can record what's in each crate, and even include photographs, without having to label the crates individually potentially causing a security problem. The customer can even share the information within their own organisation. When the crate returns to PHS, the information is wiped and the crate is ready for reuse. "This will be an exclusive service to CMG members," said Nigel.

CMG is also working on a database network of members for the purpose of hiring staff. Nigel believes that this will become particularly useful if more companies choose to relocate following Brexit as it will be possible for members to locate labour from members across Europe.

The organisation is also working with Dutch technology company Move4U to develop an app that will allow facilities managers to book pre-contracted moves, such as office churn, straight onto their chosen mover's system. This again will be exclusive to CMG members.

All these innovations will be showcased at the CMG seminar and golf tournament taking place at Carden Park in Cheshire on 30/31 October, 2017. Non-CMG members are welcome to attend.

"I can honestly say I have a passion for the CMG and hope my two-year term as chairman will add benefit to the membership," said Nigel in conclusion. "I know the CMG has helped my company gain headway in the commercial moving market."

For more information about the CMG seminar and golf tournament e-mail nigel@specialisedmovers.com or call 07801 134191.

"... having BS 8522 ticks a lot of the health and safety boxes required by facilities managers and large corporations. It saves a lot of time and effort for everyone."

Nigel Shaw

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Tribunal fees deemed unlawful

On 26 July, 2017 The Supreme Court quashed the government's system of fees for employment tribunals.

The case was taken by the UNISON trade union, which successfully argued that the fees – which can be as high as £1,200 per case – prevented many workers from gaining justice at work. The government will now have to repay up to £32 million to claimants.

TUC General Secretary Frances O'Grady said: "This is a massive win for working people. Congratulations to UNISON for doggedly pursuing this case. Today's result shows the value of working people standing together in trade unions. Too many low-paid workers couldn't afford to uphold their rights at work, even when they've faced harassment or have been sacked unfairly."

Unison General Secretary Dave Prentis said: "The government has been acting unlawfully, and has been proved wrong - not just on simple economics, but on constitutional law and basic fairness too. These unfair fees have let law-breaking bosses off the hook these past four years and left badly treated staff with no choice but to put up or shut up. We'll never know how many people missed out because they couldn't afford the expense of fees."

Tribunal fees were introduced in July 2013. Their purpose was to create better balance in the system,



● Fees were introduced to reduce the number of spurious claims and encourage legitimate ones.



"... the government had given an earlier undertaking to repay all fees if they were found to be unlawful and has since confirmed that it will do so ..."

Paul Mander

allowing employees to bring legitimate cases, whilst reducing the huge legal and administrative burden that allows well-meaning employers to be unfairly pursued

by former employees with spurious claims.

The danger is that removing the fees will increase the number of speculative claims so that all claims

will take longer to come to court. This will clog up the system and mean legitimate claimants will have to wait longer for compensation. In 2013, when the fees were introduced, there was a backlog of over 600,000 tribunal cases awaiting hearing.

Since then official statistics show that the number of cases taken by workers has dropped by nearly 70%. TUC research shows that this fall was especially high in cases involving part-time work rules (-83%), sexual orientation discrimination (-75%), and unauthorised deductions from wages (-78%).

Paul Mander, from Penningtons Manches LLP, said that Lady Hale's judgment confirmed that in any event the fees were indirectly discriminatory due to the higher fee for certain types such as proscribed discrimination and those typically brought by women - such as unfair dismissal due to pregnancy. "The Supreme Court has not yet set out remedies, but the government had given an earlier undertaking to repay all fees if they were found to be unlawful and has since confirmed that it will do so," he said. "It remains to be seen if the government will seek to introduce an alternative fee regime. In the interim, the number of employment tribunal claims is expected to rise."

Huge underground warehouse approved at Heathrow



● The project is designed to address the shortage of storage space around Heathrow.

A 9-metre-high underground warehouse has been approved by Hounslow Council on a 44-hectare site to the north-east of Heathrow airport. The site is to be built on currently disused land and is expected to open for business in 2022 and will help ease the shortage of industrial space in the

area. At ground level there will be a public park including grass and all-weather sports pitches. When complete the new warehouse will provide additional capacity for the airport with easy access to the M4 and UK motorway network.

Work is expected to begin in 2019.



John Mason International's Moving Gang gains a new member

John Mason International has extended its popular Moving Gang with a new family member – Lenny the Lion.

The 'gang' is a collection of cartoon characters designed to help younger movers cope with the experience of relocating abroad. And now Lenny the Lion has prowled onto the scene, to represent his home country - South Africa.

"We created these cute personalities as a bit of fun, but they reflect the fact we pride ourselves on looking after the entire family," said Noel Briscoe,

John Mason International Chief Operating Officer.

"These characters help children understand what is happening and give parents a useful conversation starter too. With the Moving Gang, relocating can fast become a fun and familiar adventure, a chance to share travelling tales and to see their new corner of the world," said Noel.

Although nervous of his roar to begin with, Kev the Koala (Australia), Monty Moose (Canada), Khloe the Kiwi (New Zealand) and Stanley Bear (USA) have happily accepted Lenny into the fold.



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PROFILE: BRITANNIA BEARSBYS



Life in the garden

This year Britannia Bearsbys celebrated its 30th anniversary. Deputy Editor David Jordan took a trip to the Garden of England to meet its founder Paul Bearsbys and discover how the business has grown to become one of the best known and respected movers in Kent.

According to legend, it was Henry VIII who first gave Kent the title Garden of England, after eating a particularly scrumptious bowl of cherries that had been grown there. Jane Austen, whose father was born in the county, often visited and is said to have derived much inspiration from her time there. As I negotiated my way down the M25 and over the Dartford Crossing - making a mental note to pay the £2.50 Dart Charge - I wondered what she would have made of her beloved county today with its high-speed rail lines, oil storage depots and sprawling motorway network?

That's not to say Kent isn't still a beautiful county and for a removals company, especially one with close connections

with Europe, it's an excellent place to do business.

Britannia Bearsbys moved to its smart new 600-container warehouse, close to the M20 near Maidstone, in 2015. A Mercedes-Benz road train was being loaded as I arrived; I was later told it was bound for Italy, one of Bearsbys' regular runs.

Paul and his wife Annette started their company, then called Bearsbys Removals, in 1987 after leaving Pickfords where he'd been branch manager of the depot in Tunbridge Wells.

"I started at Pickfords as an office clerk a few weeks after doing my A-levels when I was 18," explained Paul, as we sat in his office. "I gradually worked my way up through the ranks and finished up as

branch manager at the age of 25."

After 12 years Paul decided to start his own business. "We managed to buy a proper removals van and had it sign written with our big bear logo and the words, 'Mr. Bearsbys, the moving man' on the side. It sounds really naff now, but at the time we thought it was amusing and gave the impression that we were big and friendly," said Paul. "Money was tight and we had to move back in with my parents for a while to make ends meet, but the distinctive van soon became well known in the area and the business began to flourish."

"Our office was a fitted wardrobe in the bedroom and I was working about 120 hours a week: removals man by day and office worker by night," recalled Paul.

PROFILE: BRITANNIA BEARSBYS



● The Kent countryside around Maidstone, home to Britannia Bearsbys.



● Mercedes road train.



● Paul Bearsby.

“Our office was a fitted wardrobe in the bedroom and I was working about 120 hours a week: removals man by day and office worker by night ...”

Paul Bearsby



● Ralph Sayers.



● Katey Bearsby.

the estimates and is the customer’s contact throughout their move. Oh, and he makes good tea as well.

The company now has a workforce of 25 including Paul’s daughter Katey, who takes care of telephone enquiries and general administration. Annette is still very much involved with the business and now works from home. Transport Manager Michael Hart is another key member of the team. “Michael has taken responsibility for a lot of the day-to-day running of the company,” said Paul. “Annette says I’m a lot less stressed these days and I’d like to give Michael credit for that.”

Bearsbys is a long-standing member of BAR and joined Britannia in 2015. “Joining the Britannia Group has definitely been good for us,” said Paul. “Like a lot of family businesses who join we were initially concerned about losing the identity we’d worked hard to develop over the years, but the benefits of being part of a large organisation far outweigh any perceived disadvantages.”

Most of Britannia Bearsbys’ moves are domestic although the company has extensive experience of commercial work and is well equipped to handle even the most challenging relocations. Recently the company moved Maidstone Museum, complete with its collection of prehistoric animals, to new premises.

With regular fortnightly runs to Italy and other countries on route, trade work for both Britannia members and other movers represents a significant part of Bearsbys’ business. Recently the company has broadened its European service to include Scandinavia with monthly runs to Sweden and Denmark.

As with most of the family removals firms I visit, the people who run them all have their own unique qualities that enable them to succeed. Paul and Annette took a chance 30 years ago and exchanged their safe corporate careers for the uncertainties of private enterprise. With their hard work and the help of their loyal employees they have succeeded in building one of Kent’s most respected moving companies. Let’s hope future generations will continue this industry tradition.

Visit www.bearsbys.com



● Bearsbys’ distinctive first lorry.

“Annette used to answer the phone and try to give the impression we were a big company, but all too often the kids would make a noise in the background and give the game away!”

“Eventually we rented a small unit in Tunbridge Wells and began to take on staff,” said Paul. “One of the first people we employed was Peter Rye and after 28 years he’s still driving for us. People do tend to stay; at least seven of our staff have been with us over 15 years.”

Another long-standing member of the team is Ralph Sayers who worked with Paul when he was at Pickfords. Ralph has an engaging way about him and I took to him straight away; not least because he had just presented me with a mug of tea! Joking apart, Ralph is a charming man with a lifetime of experience in the industry and it was clear listening to their banter that Paul thinks the world of him. Ralph handles the initial enquiries, carries out

NEWS: UK

FLTA SEEKS JURORS FOR EXCELLENCE AWARDS 2018

Following the successful introduction of a jury-based voting system for the Fork Lift Truck Association (FLTA) Annual Awards for Excellence 2017, the FLTA is looking to recruit new jurors for 2018.

Those selected will help pick the winners in a number of key categories, including: Innovation, Safety, Environment and Ergonomics.

"Ours are the longest running and most authoritative awards in the materials handling calendar and having the right jurors is essential in maintaining its integrity," explained Peter Harvey, FLTA Chief Executive. "The scale and scope of the jury is also very important since it helps neutralise any potential bias. It also allows us to draw upon a wide and diverse range of specialisms."

The make-up of the jury will include fork lift manufacturers, distributors, dealers, attachment suppliers and media, as well as customers who own and operate trucks. "We are opening it up for new nominations for jurors – as we always said we would – so that fresh recruits can participate. At the same time, we hope there will be room for some of the jurors who so effectively adjudicated the Awards for Excellence 2017," said Peter.

A truly international event, the FLTA Awards attracts sponsors, winners and guests from around the globe to participate in a sumptuous, Oscars-style ceremony to be held at the impressive International Centre, Telford on Saturday, 24 February 2018.

● If you are interested in joining the jury or you know someone who might be, please call Peter Harvey on 01635 277577 or e-mail peter.harvey@fork-truck.org.uk.



● Gyles Brandreth hosting the 2017 FLTA Awards ceremony.



● Left to right: Jeremy Barnes, Ian Palmer, David Barnes and Julian Barnes.

Barnes of Lincoln acquired by White and Company

White and Company PLC has acquired the long established and respected BAR member Barnes of Lincoln Limited.

This now increases the group network to 21 locations, including Jersey, Guernsey, Majorca, Colchester

and Poole.

The acquisition involves a freehold warehouse capable of holding some 600 containers together with a substantial general warehouse of

some 12,000ft². The acquisition also increases the Group's substantial fleet by a further fourteen vehicles in an area where it has not previously had any presence.

Ian Palmer, CEO of White and Company commented that the business is already run on an extremely professional and profitable

basis and was delighted that the sale and handover was so smoothly handled by the former owners David, Jeremy and Julian Barnes who will remain with the business in the short term.

"White and Company will be able to move the business forward with the same focus on customer service that has worked so well for us ..."

David Barnes

David Barnes and his wife Margaret who dealt with the sale of Barnes of Lincoln Limited are thrilled that the company will continue to be in safe hands. "After five generations of our family we are particularly pleased that employment will remain the same for our loyal staff, many of whom have been with us for a great many years," said David. "We feel that White and Company will be able to move the business forward with the same focus on customer service that has worked so well for us over five generations since 1919."

Jordan & Jarrett makes hay at the Kent County Show

In the glorious Kent countryside and basking sunshine Jordan & Jarrett, the local Canterbury branch of Doree Bonner, and Doree Bonner Dartford, attended the Kent County Show in Detling during July as both a sponsor and exhibitor. The annual mixed agricultural show runs over three days and attracts over 80,000 visitors.

The main attraction on the stand was Jordan & Jarrett's brand-new van. Six staff a day ran the stand and they were very busy taking enquiries and selling a range of packing materials. Two operative staff held packing demonstrations throughout the day.

The highlight of the packing demonstrations was when a dinosaur wandered onto the stand with Graham Barnett and Mark Walker of Donner Bonner quick to capitalise on the opportunity, wrapping up



● Doree Bonner exhibits at the Kent show.

the dinosaur in no time.

Doree Bonner also held a competition to guess how many cartons would fit into the van. The competition was won by a family from Greenhithe who will be moving with Doree Bonner Dartford in the Autumn.

Paul Marchant, Branch Manager

of Jordan & Jarrett said that the new venture couldn't have gone better. "It was pretty hot work as the temperatures were sizzling over the three days, but the footfall on the stand was amazing and people were genuinely interested in what we had to say. A big thanks to all the staff who took part."

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REPORT: CART MARKING 2017



CART MARKING 2017

500 years of transport history

The annual cart marking ceremony was held at Guildhall Yard in London on 12 July, 2017. This was the 500th year for cart marking: the first ever recorded system for taxing vehicles.

The removals industry was stylishly represented by Evan Cook, with an 1893 hand cart; Michael Gerson's 1947 Morris van and beautiful horse-drawn Purdey pantehnicon; the 1928 Morris van *Sammy* from Bishop's Move and White's 1890 tunnel van, owned by the company since new, pulled by three rare-breed Suffolk Punch horses and driven by Mrs Ness Morris.

The power to mark vehicles is vested in the keeper of Guildhall who marked the vehicles of the Freeman of the Fellowship of Carmen licensing them to park and operate on the London streets. Each year the Freeman would bring their vehicles to Guildhall to receive a brand from a red-hot iron onto a wooden plate fixed to

the vehicle denoting the letter of the year. The tradition is kept today, however in this quincentenary year the brand was of the Carmen's 500-year logo.

This year the weather was kind for the event; very kind as it had been pouring with rain the day before and there is no natural cover in Guildhall Yard for either spectators or drivers. But the sun shone and spirits were high as wave after wave of nostalgia swept over the audience as they admired the history of transport from the 19th century hand-driven carts, through the splendid horse-drawn age of grandeur, whispering steam-powered lorries, and diesel workhorses right up to the multi-fuel sustainability of the modern age. It was all very impressive. Even Corporal Jones' butcher's van, of *Dad's*

REPORT: CART MARKING 2017



● White & Company's 1890 tunnel van.



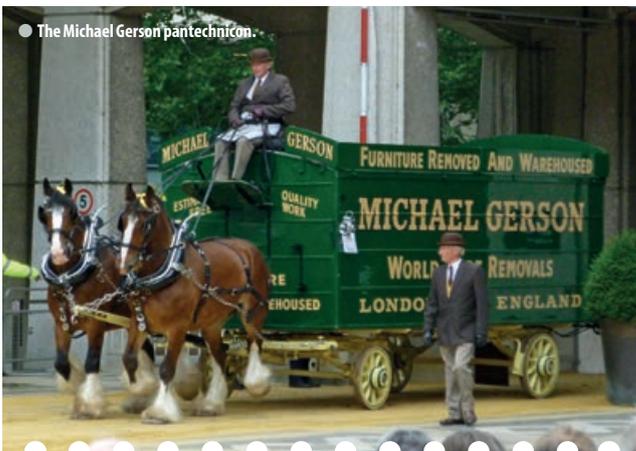
● Getting to grips with the branding iron.



● 1928 Morris van Sammy.



● The branding iron needs to be hot.



● The Michael Gerson pantechon.



Each year the Freemen would bring their vehicles to Guildhall to receive a brand from a red-hot iron onto a wooden plate fixed to the vehicle denoting the letter of the year. The tradition is kept today, however in this quincentenary year the brand was of the Carmen's 500-year logo.

Army fame, made an appearance along with a Captain Mainwaring lookalike. The hard work, branding the vehicles, was handled by The Master Carman Mrs Marsha Rae Ratcliff OBE and The Lord Mayor of the City of London The Rt Hon Alderman Dr Andrew Parmley.

Dinner, as always, was served in the 15th century Guildhall under the watchful eye of the great and the good. Dining with the Duke of Wellington and Admiral Lord Nelson staring over your shoulder making sure you know which bread roll to eat can be a little intimidating at first but most

seemed to take the formality in their stride, especially when the Lord Mayor returned from a brief interlude entertaining the King of Spain to give a very amusing and beautifully delivered speech. To understand history is to understand the present. Everywhere we look and everything we do is a product of what has gone before. The branding of vehicles is outdated, today our vehicles don't even have a tax disc anymore, but that doesn't matter. It is our past that has made us what we are today and our ability to recall it that gives us our character and our wisdom. Besides, it's great fun.

NEWS: INTERNATIONAL



● Left to right: Ronald Schmeling, Director Moving Department; Ulrich Weichert, General Manager; Dr Joachim Lohse, Senator for Environment of the State of Bremen.

QSS helps Rosebrock in Germany achieve recognition for sustainability

Rosebrock, the parent company of EUROMOVERS member ETSA in Germany, has recently been accepted as a member of the Partnership Environmental Enterprise that acknowledges the company's commitment to sustainable development and the general goal of climate protection as a basic principle of its activities. The membership was helped by Rosebrock's achievement of the ISO 14001 Environmental Measures Standard, audited last year by QSS.

The award ceremony took place on 3 July, 2017 at Rosebrock's Bremen offices in the presence of

Dr Joachim Lohse, Senator for Environment of the State of Bremen. The Partnership is a voluntary cooperative of Bremen businesses and the State of Bremen with the active participation of the scientific community. It offers a platform for cooperation to contribute to the improvement of the environment, the quality of the industrial location and to improve the economic strength of the State of Bremen.

The Partnership is comprised of businesses from sectors across industry. It focusses on environmentally active and innovative businesses and encourages their application of

voluntary environmentally beneficial policies that safeguard the needs of people today and those of future generations.

Ulrike Joos, Projects and Quality Manager for Rosebrock explained that its ISO 14001 accreditation was not the only factor in becoming part of the Partnership, but it was the most important. "All other kinds of improvement, techniques and methods to save resources are welcome," she said. "One of our first decisions was to change all electric bulbs in the office and also in our 7,000m² warehouse to LED lamps," she explained. "In addition, all employees take special care

about waste separation as well as recycling of all kinds of waste. We have instructed all employees not to leave the electric hardware in stand-by mode after business hours. We save paper, control the usage of printer toner and recycle the empty toner cartridges."

"Customers who are ISO-certified only want to work with partners who are certified too."

Ulrike Joos

Ulrike also explained that there are financial benefits to becoming greener. For example, the use of the LED lamps has reduced the company's power usage by 32,508 kWh compared with 2014. "We saved costs for energy of several thousands of euros," she said. It is also essential to some companies that their suppliers share their environmental principles.

"Customers who are ISO-certified only want to work with partners who are certified too."

Chris Waymouth QSS, said that Rosebrock's recent engagement with the environmental control authorities in Bremen is a feather in the cap for both Rosebrock and QSS. "We carried out audits against ISOs 9001, 14001 and 27001 (Quality Management, Environmental Measures, Information Security) last autumn," he said. "They're an excellent company. It is always great to hear how quality standards have supported our client companies and led to their success."

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Arpin Group employee raises US\$5,000 for veterans' charity

Mark Dearborn, Vice President of Corporate Accounts at Arpin Group, raised US\$5,000 for the Boston-based veterans' charity fundraiser event, Run to Home Base, held on 15 July at Fenway Park, the home of the Boston Red Sox baseball team.

He was also honoured as a top ten individual fundraiser and an all-star fundraiser.

Mark has been participating in Run to Home Base since 2014 and has personally raised US\$13,000 for the charity. He ran the 9-kilometre course in 43 minutes, a personal best.

Home Base is a Red Sox Foundation and Massachusetts General Hospital programme, dedicated to healing the invisible wounds for veterans, service members and their families through world-class clinical care, wellness, education and research.

"I began running many years ago because I wanted to become healthier and more active," said Mark. "When I learned of this event that incorporated my love of running with a cause I felt so strongly about, I knew I had to participate. We have many worthy causes out there, but this to me is one that really needs our support. The first year I took part in this event, I was hooked and vowed that I would participate in Run to Home Base as long as I was physically able. It is a top-notch event and you see first-hand where the funds you raise are going."



● Mark Dearborn.

Since its inception, Home Base has served more than 11,000 veterans and family members with care and support, trained more than 45,000 clinicians, educators and community members nationally and remains at the forefront of discovering new treatments to ensure a brighter future for service personnel and their families.

176 new Certified Relocation Professionals from Worldwide ERC

Worldwide ERC, the workforce mobility association, has announced that 176 of its members recently earned the Certified Relocation Professional (CRP) designation — representing a 79% pass rate. For the first time the exam was offered in an Internet-based testing format (IBT), along with the traditional paper option. Over 86% of test takers took advantage of the new IBT format in more than 90 cities worldwide. A total of 222 candidates took the

test this year.

The CRP programme was introduced in 1990 to formally recognise relocation professionals' knowledge of the US workforce mobility process. CRPs retain their designation by maintaining membership in the Association and earning 30 recertification credit hours within each three year period following their initial certification, ensuring they remain current on evolving industry trends.



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TRANSPORT: 2040 LAW CHANGES

DON'T PANIC!

Hybrid vehicles will still be allowed after 2040!



The announcement on 26 July by Environment Secretary Michael Gove, that the sale of new diesel and petrol cars and vans would be outlawed in 2040 will have come as no surprise to most, given the recent reports in the press about vehicle emissions and the success of Client Earth in the High Court. But before you go dashing out to buy the latest electric van or car, read the first paragraph of the DEFRA press release carefully.

The government confirmed today that it will end the sale of all new conventional petrol and diesel cars and vans by 2040, as it unveiled new plans to tackle air pollution.

The key word here is conventional. *The Mover* called the DEFRA press office to clarify exactly what they meant by 'conventional' and after a little hesitation were told by their resident expert that it meant a van or car powered solely by a diesel or petrol engine. "So, what about hybrids then?" we asked. "No, they won't be affected," said the DEFRA press officer.

The key word here is conventional. *The Mover* called the DEFRA press office to clarify exactly what they meant by 'conventional' and after a little hesitation were told by their resident expert that it meant a van or car powered solely by a diesel or petrol engine.

Well, that was a surprise. All the news reports we'd seen gave the distinct impression that by 2040 we would all be driving around in little electric cars and vans, searching for a charging point and hoping we had enough 'lecky' in the tank to get us home. Not so, apparently.

We also asked the press officer what was meant by 'van' in this context; was it just car-type vans, or will larger vans such as

Transits and Vivaros be included? After a moment's silence, we were put on hold while the officer made enquiries. After a couple of minutes, he came back. "We do mean small car-type vans; but larger vans could be included as well," he said. It looks like nobody really knows.

In fairness to Mr Gove and the DEFRA press office, 2040 is a long way off, but if manufacturers are going to be ready for the changeover they will have to start producing electric or hybrid vans in large numbers within the next few years, so more details will need to be available soon.

The government's long-term aim is of course for all vehicles, large and small, to produce zero emissions, but for that to happen there will have to be a major breakthrough in battery technology to give the range and in the case of commercial vehicles, the payload to be viable. Fast recharging is also a major problem that the boffins will need to solve. At the moment - according to the Nissan website - using the fastest rapid

charging stations currently available on motorway forecourts, it takes about 30 minutes to charge a 24kWh Nissan Leaf to 80% capacity. That will give you at best about 100 miles range, assuming you drive steadily, don't carry a passenger, and don't use the aircon or heater. Not great; and imagine the queues and tempers on the forecourts if we all had one!

There is no doubt that electric vehicles are the future, but how long it will be before the technology is available to make them a credible alternative to the dominance of the internal combustion engine is anyone's guess.

In the meantime, those of us still standing in 2040 will be able to avoid range-anxiety, and fisticuffs at the charging stations, by investing in a hybrid: at least for a while.

THE FIRST ELECTRIC CARS

Electric cars are not a new invention. The first production electric car was built in London by Thomas Parker in 1884 using his own design of high-capacity rechargeable batteries, and by 1897 electric taxis were an everyday sight on the streets of London. The trouble then, as now, was their limited speed and range. At present, despite the green revolution and low running costs of electric cars, fewer than 2% of cars sold in the UK are solely electric.

FACT: In 2016 the UK government collected £27.6 billion + VAT in fuel duty.

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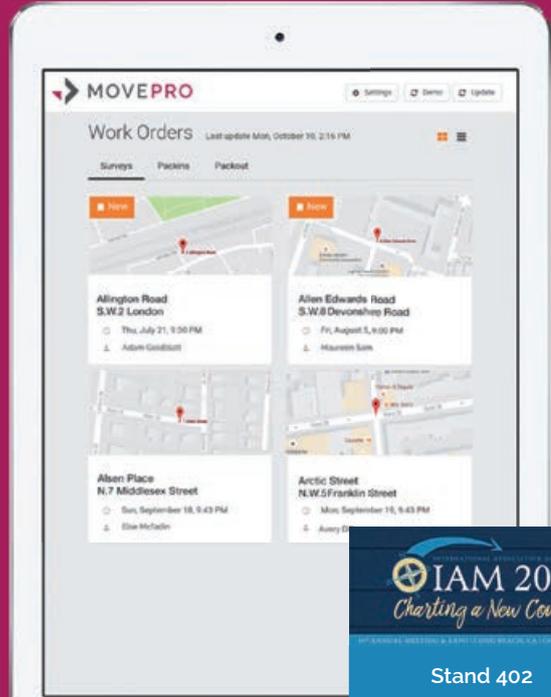
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NEWS: INTERNATIONAL

Worldwide ERC releases 2017 Talent Mobility in China survey

Talent mobility association Worldwide ERC recently released the 2017 *Talent Mobility in China* survey, reporting on employee assignment activity into and within mainland China.



● The report covers mobility trends into, within and out of, China.

The report, sponsored by SIRVA, focussed on current mobility trends into, out of and within China; the evolution in developing employees and local talent; the impact of environmental concerns on assignments into China, and the status of formal mobility assistance policies for domestic moves within China.

Sample findings from the survey:

- Survey participants report that mobility into China remained relatively stable in 2016, although 29% indicated that their long-term assignments had decreased;
- More than one-third of responding companies predicted an increase in short-term assignments in 2017;

- Project/task completion, business needs and employee development continue to rank as the top reasons for short-term assignments into China;
- Companies continue to grade their talent mobility and management integration relatively poorly. This year and last, survey participants graded their companies' integration at an average score of 2.9 on a 5-point scale;
- Companies may be choosing to leverage mobility in their talent management programmes selectively. For example, they may use mobility well in employee development, but less effectively in other aspects of talent management, such as career-path planning;
- Developing local talent topped out the list of cost-control approaches, and may be a manifestation of a larger and broader business trend in Asia of investing in its local talent development;
- More than half of respondents stated that they do not currently have formal assistance policies for domestic mobility in China, possibly due to the low frequency of such moves. Instead, companies may handle them on a case-by-case basis.

The *Talent Mobility in China* survey was conducted between November and December 2016, and represents findings from 116 organisations representing 31 industries.

The survey is available on a complimentary basis to premier corporate HR and government agency members of Worldwide ERC and can be purchased by other member category representatives for US\$95, and non-members for US\$250.

2017 *Talent Mobility in China* can be ordered from www.Worldwideerc.org/Research.

FIDI membership for DLF in Madrid

DLF International Movers in Madrid has recently become a member of the FIDI Global Alliance having achieved FAIM certification in May this year.

The FIDI membership is part of the company's long-term strategy to focus on international mobility.

The company was started over 40 years ago by Juan Carlos de la Fuente and was known, until its recent rebrand as DLF Global Mobility Services, as De La Fuente International Movers. More recently, Cristina Mesonero (Juan Carlos' wife) joined the company to be the public face of its international marketing. As well as FIDI, DLF is a member of EUROMOVERS, LACMA, IAM, Worldwide ERC and EuRA amongst other national associations.

Two years ago, Luis Navarrete became the company's head of International Department with a strategy of increasing DLF's international

network and focussing on relocation. This included overseeing the company's brand change just over a year ago.

Asked what difference FIDI membership will make to the company, Luis said that although FIDI was not well known by global accounts it did provide DLF with a much wider network of agents with which he could work worldwide. "FIDI membership will help us to gain awareness in different parts of the world, including Latin America," he said. "It allows us to participate with other established moving companies, knowing that they will be good players. It gives us an upgraded status in the industry." Luis also said that he expected FIDI membership to help achieve better reciprocity with its worldwide partners.



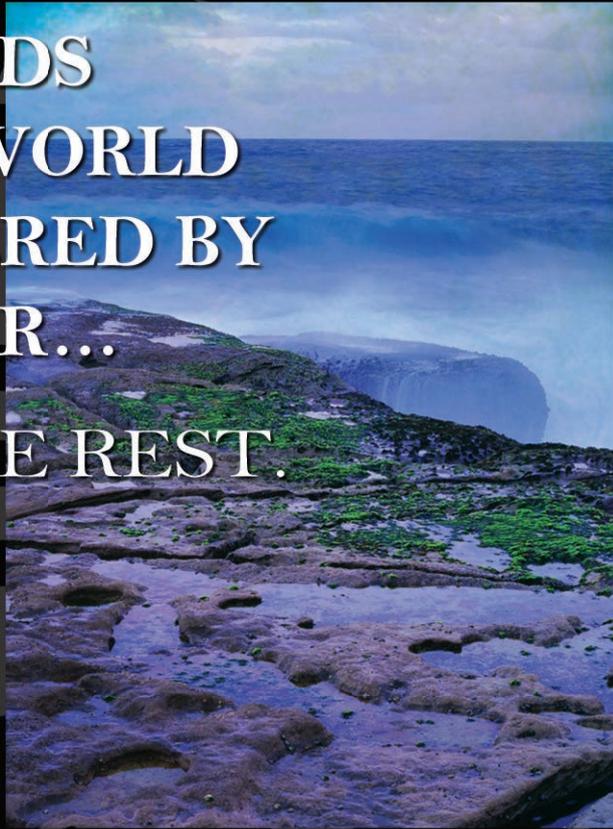
● Cristina and Juan Carlos de la Fuente.

Referring to the FAIM process, Luis said that it had touched every part of his business helping him to set up new processes that improve efficiency and help to maintain the high-quality services his company is proud to supply.

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NEWS: INTERNATIONAL

PT Kellys Express Jakarta celebrates the first ten years

PT Kellys Express in Jakarta has recently celebrated ten years in business with a party held at a local restaurant attended by around 200 guests, customers, friends and members of staff.



● MT Rajah dressed as Gandhi with his wife Ani.

MT Rajah started the business in Jakarta having spent most of his working life in the moving and shipping industry. Rajah was born in Sri Lanka (then Ceylon) and studied as a chartered accountant in the UK. After qualifying he joined the Fred Olsen shipping line as a divisional accountant then, in 1972, was instrumental in setting up Sequana Maritime in Kent, UK. He moved to Australia in 1986 and

worked with the infamous Alan Bond for a time, then on to Singapore with Cho Yang Line and then most recently to Jakarta in 2004.

After working for a local moving company for a time Rajah started PT Kellys Express, with his wife, Ani. Today Kellys does around 1,500 moves a year worldwide. The company is an active member of IAM, PAIMA, EUROMOVERS, IMC, ERC and EuRA. After ten years the company has three warehouses,

employs around 60 on-road staff and has 12 people in the office. At the party, everyone drank a toast to the next ten years, and more.



The cake.

BGRS launches Discard & Donate service in US and Canada

BGRS has launched a new service called Discard & Donate. The service provides US and Canadian relocating employees and their families with the opportunity to discard or donate items prior to their household goods move taking place. The service includes coordinating the removal of discarded items through charitable organisations or waste removal services. The employee also receives the tax receipt for any donated items.

BGRS says that relocating employees will save time and energy when preparing for their moves as the new service removes the need to pack these items, thereby reducing the amount of waste produced and reducing the removal cost.

BGRS's Dan Mack, Vice President, Global Transportation Services said, "Clients have shown a great deal of interest in this programme." Dan also pointed out that trees were saved because of the number of cardboard boxes not used, and there was an overall reduction to the carbon footprint because of lower fuel costs associated with smaller shipments.

New eBook from Graebel helps mobility executives

Graebel has issued its *Definitive Guide to Strategic Mobility*, a document aimed at helping corporations make sure their mobility programmes are heading in the right direction. The company says it "gives senior mobility and HR executives a 360-degree view of their mobility programme's performance, meaningful insights and actionable recommendations".

The new eBook looks at why mobility is important: highlighting the expectations smart, globally savvy employees have for their career development; what

mobility can do for a business: helping it to improve talent management, develop strategies and increase revenue; looks at who needs to be involved and how a common purpose can be developed; considers how a business can get started with its mobility programme and how this can be fine-tuned; and even looks at the future of workforce mobility in an uncertain world.

The *Definitive Guide to Strategic Mobility* eBook can be downloaded free from: <http://info.graebel.com/guide-to-strategic-mobility>.



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COVER STORY: AIRPETS



● Megan Keenan, Senior Import Clerk, with her pack of spaniels that accompany her to work each day.

You can ship pets too

Steve Jordan went to see Airpets at Heathrow to find out more about the business and how moving companies can use pet shipping as a profitable added-value service for their customers.

It happens about once every 90 seconds. It's a deafening noise, but nobody at Airpets notices the passenger jets taking off from Heathrow just 500 feet above them; least of all Max Levell, who has lived on the site his entire life. What planes?

You could also ask, 'what dogs?'. There's the constant woof of contented canines everywhere; but nobody hears, not really. If they did, it wouldn't matter. You have to be a certain sort of person to work in such close proximity to animals all day, every day. You have to love them.

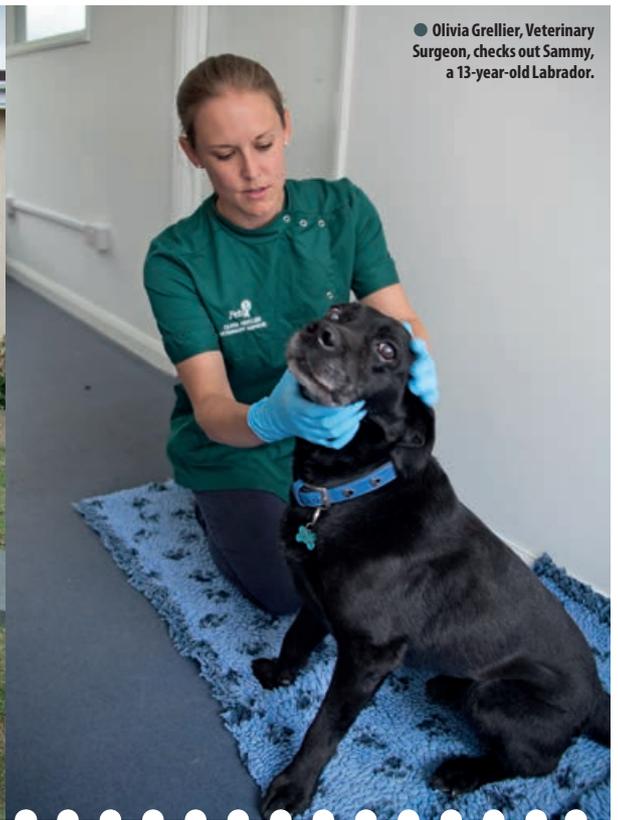
Third generation business

Max is the third generation of his family to own Airpets. The company was started in 1966 by his grandfather, John Woodward, who later passed the business on to his daughter who appointed Martin Brown who managed the business for over 30 years. Martin has now retired so Airpets has returned to direct family control with Max taking a very hands-on approach.

I had been to Airpets before, maybe six years ago. What immediately struck me, as the automatic steel security gate swung open, was how little had changed in that

time. It looked exactly the same. I even thought I recognised some of the staff. Then again, why change something that's not broken.

Max welcomed me with a cheery smile and a mug of steaming tea before we settled down to talk about his business. Although he's lived in the family home, on-site, all his life; and although the pet shipping business has been a permanent backdrop; Max got about a bit before deciding to settle. He trained as a commercial pilot but, after the attack on the World Trade Centre in 2001, the market



● Olivia Grellier, Veterinary Surgeon, checks out Sammy, a 13-year-old Labrador.

“Being so close to Heathrow means they don’t have to spend a moment longer in their sky kennels than necessary. If their plane is delayed, we just let them stay with us until it’s time to go.”

Max Levell

for pilots slumped. He then spent three years as the pilot of an air ambulance covering a 1,000-mile arc around London – great job! Max also has his own business restoring vintage Porsches: but that’s a story for another day.

His decision to become more closely involved with the pet shipping business was born out of a fundamental admiration for his granddad and the business he had created. “I felt that the business was lacking direction from the family and I think this is the best way to make sure things happen in the right way,” he said. “I’d love to be able to pass it on myself one day.”

Telling the difference

There are lots of pet shipping companies in the UK, so what is it that makes Airpets different? Well, being at the end of a hub airport runway would not be a benefit for most organisations but, if you are a pet

shipper, it’s very handy. “We do everything we can to make sure our animals are as comfortable as they can be,” Max explained. “Being so close to Heathrow means they don’t have to spend a moment longer in their sky kennels than necessary. If their plane is delayed, we just let them stay with us until it’s time to go. I don’t think any other pet shipper can do that.”

There’s also the benefit of 50 years of experience. Max said that there are a lot of newcomers into the pet shipping business. Some might be good, some not, but there is no way of telling the difference. Any company can hide behind a flashy website.

Airpets provides a comprehensive door-to-door service from anywhere in the UK to anywhere in the world. The company has a fleet of airconditioned vehicles, experienced staff, its own veterinary surgeons, heated boarding kennels, a five-star cattery and onsite sky

kennel making. Why does it matter? Well, Max said that many companies do things in a very fragmented way and that’s when things go wrong. “We control everything here. It’s totally seamless. If something goes wrong, we sort it out ourselves. There’s nobody else to blame.”

Discouraging DIY

One of the big problems, just as with removals, is when customers try to do something themselves. “We try to advise people but they sometimes insist on using their own vet or building their own kennel. We often have to pick up the pieces for other pet shippers when something has not been done properly. But sometimes there’s nothing we can do. It can be catastrophic.”

Movers’ referrals

Most of Airpets’ business comes from private individuals by recommendation. Max also works for corporations and some government departments. Only around 20% of its business comes through the moving industry which seems astoundingly low. I know that some movers have relationships with pet shippers but, according to Max, most don’t. Why is that?

Movers have the honour of spending more time with customers than anyone else in the supply chain. Most households have a cat or a dog and every surveyor in

continues over

COVER STORY: AIRPETS



continued from previous page

the business has amusing stories to tell about canine (or feline) capers. Customers are often more worried about looking after Rover or Tiddles than they are their furniture. So why don't companies seize the opportunity of providing an added value service to their customers and making a few extra quid at the same time? I have no idea!

Airpets offers commission to moving companies who refer clients. Other companies will do too. There's no need to do anything, other than make the introduction. Even if you are not interested in the extra cash, helping your customer by introducing them to a pet shipper can make the difference between converting the move, or not, and it's good to help customers make wise decisions. I am shocked that most companies seem not to bother.

New regulations

I didn't really discuss the pet shipping process with Max. It's complicated and specialised and you shouldn't be tackling it unless you know what you are doing. But there has recently been a change in the regulations regarding the importing of pets into the UK which is important. Max explained that if a customer is importing an animal, a ToR number (Transfer of Residence) is required otherwise the customer will have to pay 20% VAT, based on the value of the animal, when it enters the country. It is possible to reclaim the VAT if a ToR number is obtained within 12 months.

Animal lovers only

I said at the beginning of this piece that you have to love animals if you are going to work with them and, above all, that's the overwhelming impression I was left

with on leaving Airpets. The staff are encouraged to take their pets to work with them and the company even provides a staff kennel block for their use.

If you have read this far it's because you are interested in animals, or in making a little extra, or both. My message, whether you use Airpets or not, is to get a relationship with a good pet shipper and use it to help your customers make wise decisions to help their pets travel safely, smoothly and in as much comfort as possible. Companies are always searching for a sales aid that will provide an edge against the competition. For many, this might be it.

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NEWS: INTERNATIONAL

United Van Lines agents 'ride for those who died'

United Van Lines agents in the USA have supported police officers who have died in the line of duty with their annual Unity Tour for Fallen Police Officers.



● Tori Ferrante, President and CEO of Crown Worldwide Moving & Storage in California greets participants in this year's Unity Tour.

The event took place on 12 May, 2017 and involved 2,200 motorcycle riders from around the country converging on The National Law Enforcement Officers Memorial in Washington, DC. Over the last 20 years the Unity Tour has raised US\$23 million for the National Law Enforcement Officers Memorial Fund. Once again, United Van Lines agents were honoured to logistically support.

The Unity Tour was founded by Patrick P Monturoe (a New Jersey police officer), who in 1997 organised a four-day bicycle ride from New Jersey to Washington, DC to raise awareness about law enforcement officers who die in the line of duty. He wanted to ensure their ultimate

sacrifice is never forgotten and to honour their memory. What started with 18 riders on a four-day fund-raising ride is now an annual event run by an organisation that includes 2,500 members nationwide and whose motto is 'We ride for those who died'.

United agent participation

Crown Worldwide Moving & Storage was approached by Lieutenant Mark Dang (Fremont Police Department) several months ago regarding shipment of three police Harley Davidson motorcycles to the East Coast. Three police officers from two precincts in Northern California were intending to participate in this year's Unity Tour by serving as police

escorts for the bike riders.

Though eager to help, Crown needed support from other members of UniGroup to make this project a reality. Crown contacted Bohren's and Suddath to ask for their participation. Both Denise Hewitt (President of Bohren's Moving & Storage) and Bob Fruchterman (Vice President of Logistics for Suddath) happily agreed to assist. The transportation part of the move was handled by Katie Stryhorn and her team at UniGroup Logistics.

The participating officers delivered their motorcycles to Crown on 25 April where the operations team had them individually crated, labelled and delivered to the UniGroup cross dock in San Jose, California.

Bohren's received, uncrated and returned the motorcycles to the three officers on 8 May. They then transported the empty crates to Suddath's warehouse in Virginia so when the officers completed their ride, Suddath could re-create the motorcycles for return shipment to California.

Upon completion of the Unity Tour the plan was for the officers to deliver the motorcycles to Suddath's facility by late afternoon, go to the airport and return to California. They were able to make their scheduled flight only by riding through a rain storm and arrived at Suddath absolutely drenched. Bob Fruchterman generously spent part of his Friday evening tending to the officers, which included hanging up their leather gear to dry.

All of the United agencies involved provided their logistical services free. The California Police Departments and the officers who participated have expressed gratitude to the team.

Individuals who played key roles in the shipment of the motorcycles include Denise Hewitt, President and Mike Sanford, Facility Manager from Bohren's Moving & Storage; Debbie Green, Senior Commercial Service Coordinator and Andy Husary, Warehouse Manager from Crown Worldwide Moving & Storage; Bob Fruchterman, Senior Vice President, Logistics from Suddath and Katie Strayhorn, Implementation Manager, Ed Danzer, Director, Ground Transportation and Chris Wallace, Logistics Coordinator from UniGroup Logistics.

You can find more information on the Unity Tour at www.policeunitytour.com. If you'd like to participate in logistical support, please contact Robert Bowen at robert.bowen@crownwms.com.



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Globally mobile workforce still a critical priority

Business leaders still view an international mobile workforce as key to meeting their strategic objectives, according to new research by Santa Fe Relocation Services.

This is despite mounting concerns around immigration and an increasingly uncertain geopolitical climate following changes implemented by the new US administration and the anticipated impact of Brexit.

Santa Fe's 7th annual Global Mobility Survey Report *Embedding Business Strategy in Global Mobility*, which surveyed nearly 1,000 global mobility teams and business leaders in 56 countries, found over a third (35%) of business leaders still believe empowering a globalised workforce was critical to meeting its strategic objectives – with 96% saying it is important.

As a result, international assignments (work relocation opportunities) are expected to grow significantly over the next twelve months, with graduate programmes, short-term assignments and one-way relocations all set to increase significantly. Contrary to previous years, even long-term assignments are expected

to see significant growth (17%) in the year ahead, which highlights both ongoing global economic growth and the crucial role that long-term placements have in companies' talent planning.

However, businesses are facing increased challenges in sending workers abroad due to growing complications around stringent immigration compliance and new legislation. The findings from Santa Fe reveal half of global mobility professionals cite immigration complications as the top challenge to achieving businesses' objectives over the next five years – ahead of concerns around local political climates (42%) and staff safety or security (37%).

The USA now tops the charts for the most challenging location to send assignees, with nearly one in ten respondents stating it is the hardest to navigate from a global mobility perspective due to tightening immigration and visa restrictions for long-term business relocations.

But despite these challenges, the USA still remains the most common destination to send assignees, with nearly a fifth (18%) of respondents saying it was the most frequent destination for assignment

opportunities – up from 16% in 2016.

China was the second most popular at 11% (down from 12% in 2016), followed by the UK at 8% (up from 7% in 2016).

"Over the past year, we have witnessed exceptional levels of change and political uncertainty across the globe," said Dr Barbara Zesik, Chief People Officer for Santa Fe Relocation Services.

"However, seemingly unfazed by the increasingly protectionist rhetoric, business leaders continue to recognise the importance of fostering a diverse and globally mobile workforce to support long-term business success and performance."

The report found that over half a million (500,000) employees from the companies surveyed are already internationally mobile.

The research was conducted by Circle Research among 929 global mobility professionals from 56 countries, as well as 55 business leaders at organisations with a global mobility function from Australia, New Zealand, UK, Belgium, Poland, the USA and Canada.

For a full version of the report, visit: <https://www.santaferelo.com/globalmobilitysurvey/>.



"... seemingly unfazed by the increasingly protectionist rhetoric, business leaders continue to recognise the importance of fostering a diverse and globally mobile workforce to support long-term business success and performance."

Dr Barbara Zesik

SURVEY: VIDEO CHAT

60% of removal companies are considering using video chat

By Damien Seaman, Head of Brand at Buzzmove.

Clearly, interest is growing in using video surveys in the UK. But it's hard to find any conclusive figures about the trends. At Buzzmove, we decided to try and plug this gap. So we sent out a survey to thousands of removal companies to gauge what the market really thinks about video chat.

We got over 140 responses from companies both large and small. We've now put the results together in our first Gobuzzsurvey Video Survey Barometer, as a handy guide for the industry to keep up with market sentiment.

Fewer than 1 in 10 have trialled video surveys

From the responses to our survey, several key trends emerged. The majority of respondents – 92% – said they'd never trialled a video survey provider.

Despite that, 60% of respondents said they were either "somewhat" or "very" interested in trialling video survey technology over the next six months. At the same time, just over a third – 34% – said they were "not at all interested" in trialling one. This suggests that, while some in the industry have already made up their minds that video surveying is not for them, interest is clearly growing amongst those who haven't used it before. It will be interesting to revisit this survey in the next few months to see if this trend continues.

Why are more companies so keen to try it?

What are the reasons why so many removal companies are interested in trialling video surveys? The top answers from our survey respondents were, firstly, to reduce the cost of face-to-face surveys (20.5%), followed by customer choice and convenience (15.4%). The next two highest responses were tied at 11.5%: the ability to offer surveys 24/7, and to enable in-house surveyors to work more efficiently.

These answers do appear to show that the potential demand for video chat is real. With almost two-thirds of removal companies willing to give video surveys a try, it's clear that more and more are seeing the potential benefits.

For a free copy of the complete Gobuzzsurvey Video Survey Barometer e-mail Damien at damien@buzzmove.com. For more about Gobuzzsurvey, visit www.gobuzzsurvey.com.



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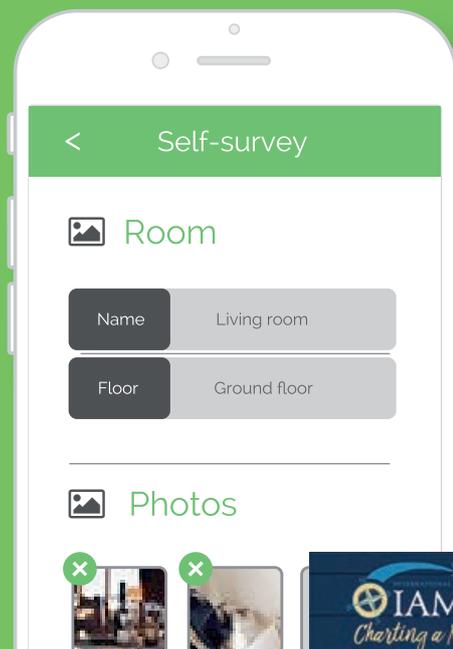
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NEWS: ON THE ROAD



● FTA's Malcolm Bingham.

HGVs EXEMPT FROM M6 TOLL INCREASE

Goods vehicles are exempt from the recent toll increase on the Midlands Expressway.

The weekday toll charge on the M6 increased by 40p for cars on 7 August. Midland Expressway said the rise is the first since March 2012 and is a partial catch-up with inflation. The operator says it wants to encourage more commercial, logistic and freight use of the route, which has grown annually by an average 19% in the past five years, so charges for goods vehicles will remain the same.

Malcolm Bingham, Freight Transport Association's (FTA) Head of Road Network Management Policy, said, "This is very welcome news for our members, as any increase in toll charges has a direct impact on their businesses. FTA wants to maintain dialogue with Midland Expressway to ensure an acceptable level of toll for freight operators is maintained, as this will make the route financially viable when the M6 is congested."

The FTA regularly consults its members on road charging and has created a road tolling charter which has been presented to the UK government. The Association says charging across the country should be harmonised to prevent the need for different tags for various routes and crossings. It also calls for charges to be first invested in the route to which they apply, to guarantee a high standard of road condition and provision of services.

To see the charter in full visit <http://bit.ly/2tnT6L1>.



● The number of young people taking driving tests has fallen dramatically over the last decade.

Young people can't afford to drive

According to research carried out by automotive consumer website www.HonestJohn.co.uk, the number of 17-year-olds in the UK taking their driving test has fallen by 100,000 over the past decade.

There has also been a 20% drop in the overall number of under-25s learning to drive during the same period.

East Sussex experienced the largest average drop in young people taking the practical driving test, with a fall of 61%, while the county of Bristol was second with a decrease of 45%.

Recent figures show that a city-based teenager driving a small hatchback worth £8,000 can be quoted up to £13,498 for a comprehensive 12-month insurance policy, while those living in rural areas can expect to pay a staggering £8,750. Not surprisingly, the rising cost of car insurance is deemed to be a major contributor in young

people delaying the decision to start driving.

Average premiums increased by 8% in the first quarter of 2017, with accelerating costs being driven by Insurance Premium Tax (IPT), whiplash claims and changes in the way compensation is calculated. Over the past few years the IPT rate has doubled to 12%.

As well as sky high insurance costs, an average learner is likely to pay £1,529 to get their licence, with the Department for Transport claiming that, on average, 47 hours of professional tuition is required.

Driver and Vehicle Standards Agency records show that while the average pass rate for the driving test has increased since 2007-08, from 44% to 47%, the overall number of tests conducted has fallen significantly, from 1.8 million to 1.5 million, with young drivers accounting for the majority of the drop.

Honest John's Managing Editor, Daniel Powell said, "Put simply, young people are being priced out of learning to drive. Ten years ago, a typical 17-year-old would have booked a driving lesson as soon as they were legally able, but today most young people simply cannot afford to drive."

Fewer young drivers entering the workplace will inevitably continue to starve the transport industry of the HGV driver prospects it so desperately needs.

Updated truck drivers' handbook from FTA

The increasing number of vehicles on the road and regulations that need to be observed make life more and more difficult for the professional truck driver. To help them carry out their work safely and responsibly, the Freight Transport Association (FTA) has published a fully updated version of its *Drivers' Handbook*, sponsored by Mercedes-Benz Trucks, containing key compliance information that must be provided to all drivers of large and heavy goods vehicles by their employer.

The Handbook has been written by FTA specialists who advise the Association's members on all aspects of commercial vehicle

operation. It covers staying legal, driving best practice, looking after yourself, what to do when things go wrong and driving abroad. There is also a section of useful contacts and an HGV driver's walk around check pull-out. It includes key updates on a range of issues from changes to speed limits to a major update on load security.

Es Shepherd, FTA's Head of Member Advice said, "The new edition contains fresh information on current legislation and is aimed at cutting through the legal jargon in the areas that most affect the professional driver's work. It's designed to be carried in the cab or overnight bag so that guidance is always to hand."



The *Drivers' Handbook* is available from the FTA Shop (product code 4301) at £6.75 per copy for FTA members and £8 for non-members, with substantial discounts for multiple purchases. Visit www.shop.fta.co.uk.

A third of UK drivers still flouting mobile phone laws

A new study for Kwik Fit has shown that despite high profile government and police campaigns, increased fines and penalty points, many motorists are still flouting the law by using their mobile phones while driving.



● The youngest drivers are the most ignorant about mobile phone rules.

The survey revealed that a third (34%) of drivers are still using their mobile phone without a handsfree set. The figures are especially alarming as the most recent government statistics show that in five years there was a 24% increase in the number of accidents in which the driver was distracted by using a mobile phone.

Kwik Fit's study showed that more than a quarter (26%) of drivers use their satnav or GPS on their phone, 19% take calls, 17% read texts and 12% send texts while driving. Although some drivers claim they only use their phone in an emergency, more than half a million motorists admit to making calls on almost every journey they make.

43% of motorists do not know that the penalty for using a hand-held phone when driving is six points. Only 47% of Brits know that those caught using a phone without a handsfree set in their first two years of driving will lose their licence.

The youngest drivers are the most ignorant about mobile phone rules, despite the use of a hand-held mobile phone having been illegal since before they started driving. Drivers aged 18-24 are nearly three times

more likely than the average motorist to believe it's legal to use a phone when stopped at traffic lights; and twice as likely to think they can answer calls but not make them and use their phone in slow moving traffic. All these statements are incorrect.

Only 47% of Brits know that those caught using a phone without a handsfree set in their first two years of driving will lose their licence.

Roger Griggs, Communications Director at Kwik Fit said, "The findings of this study are very worrying indeed. While car manufacturers have made great strides in improving safety, it is vital that drivers remember that they are the most important safety feature in the vehicle. Any form of distraction can have serious consequences, as sadly, the statistics clearly show."



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NEWS: PRODUCT



● The DKV BOX EUROPE.

Europe-wide toll payment with DKV BOX EUROPE

The DKV BOX EUROPE, which will be offered by DKV Euro Service from 2018, is based on the latest generation Sitraffic Sensus Unit made by Siemens.

It is equipped with hybrid tolling technology; i.e. it can record and calculate both DSRC and GNSS-based tolls (Dedicated Short Range Communications and

Global Navigation Satellite System). "Many of the boxes on the market do not meet all of the technical requirements for Europe-wide toll payment, for example compatibility

with the Italian toll system, and may therefore need to be replaced again," explained Gertjan Breij, Managing Director at DKV Euro Service Benelux. "The DKV BOX EUROPE on the other hand meets the latest requirements of all EU Member States and will be able to be used in future throughout Europe."

The user can install the on-board unit himself and swap it between vehicles. There is no need for time-consuming installation or modification in a specialist workshop. The toll registration and country activation are done conveniently via the DKV online portal. The data is transmitted over the air to the OBU (On-board Unit), boxes no longer need to be replaced in the case of a change of vehicle. This saves a lot of time and administration and the user remains flexible.

The aim is to be able to pay tolls in Belgium, Germany, Austria, Poland and France for the market launch in 2018. Also in time for the market launch or shortly after, Italy, Portugal, Spain and Hungary should be connected. In the medium term all European road, tunnel and bridge tolls should be able to be paid via the DKV BOX EUROPE.

Visit www.dkv-euroservice.com.

New tyre management app from Vacu-Lug

Vacu-Lug has launched its own tyre fleet management app called VMS Mobile to provide customers with remote access to their vehicle data. The new app summarises individual vehicle information held online within Vacu-Lug's VMS tyre management system and, says the company, is an essential tool for vehicle monitoring and compliance control.

To view vehicle data, a VMS user can either enter a specific registration or fleet number or alternatively search for a customer name and contract by selecting various options from the drop-down menu. Then, a specific vehicle can be selected from the fleet list and relevant information such as the vehicle's wheel configuration, along with work and inspection history, can be seen.

Selecting a particular date or job provides more detail of the work, including axle and wheel position, tread depth, the job authorisation number, the service provider and servicing centre, along with the related job sheet number. To see more history, the customer simply scrolls down to see all previous work completed, in date order.

When the inspection screen is selected, the app reveals the date of the most recent tyre inspection via a vehicle schematic, disclosing each tyre fitted by make and tread depth. Pressing the down arrow reveals the previous month's inspection data. A toolkit symbol identifies where work is needed and shows the reason for the work and the action required.

"With the evolving digital landscape, we saw an opportunity to provide our customers with a mobile app which makes it easier to keep a handle on vehicle inspections and work history from any point in the UK," said Dave Alsop, Vacu-Lug's Sales and Marketing Director. "In short, VMS Mobile provides finger-tip management for compliance and fleet control – anytime, anywhere."

VMS Mobile is available to download from both the App and Play store. For more information e-mail Vacu-Lug at info@vaculug.com.

Ecolighting opens new online shop

Leicestershire-based commercial and industrial lighting specialist Lutterworth Ecolighting Ltd has upgraded its website to enable customers to view and order its products online.

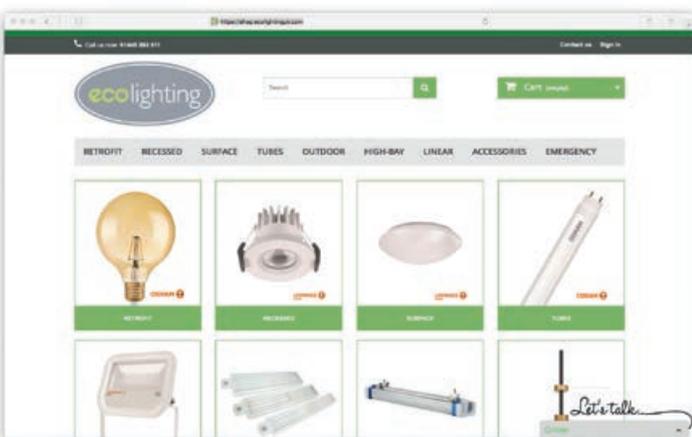
Customers can now buy LED lamps and luminaires that were originally only available as part of the company's complete design and installation service. Products ordered online are dispatched

with a choice of next-day or 48-hour delivery options with free delivery on all retrofit lamp orders over £50.

Tom Tierney, Ecolighting's Fulfilment Manager said, "Our goal is to accelerate the widespread use of energy saving technology. We want to make it as straightforward as possible for people to access our energy-efficient lighting products and our new online shop gives us a multi-channel sales approach and means that we can offer greater flexibility for our customers who can now order the products they need and get them quickly, without even having to pick up the phone."

The Ecolighting range offers retrofit and vintage lamps as well as recessed, surface, high-bay, linear and outdoor luminaires.

Visit www.ecolightinguk.com/shop.



● www.ecolightinguk.com/shop.

The growing gig economy

The gig economy may be getting a bad press in 2017 but business managers at global companies are being urged to understand it better after research suggested the practice will only grow in the future. Lisa Johnson of Crown World Mobility explains.

Whilst some industries, such as oil and gas, have a long history of supporting external 'gig' employees, it is the adoption of the practice by start-ups like Deliveroo and Uber that has caused controversy and fuelled interest in the practice.

Much of the debate in the media has been about a lack of security and rights for those working on zero hours contracts. However, the focus in future should be on how to attract highly-skilled workers into temporary posts – and how to support them.

The news agenda has lingered on negatives, but the gig economy refers in general to a work environment where temporary contract positions are common and companies use independent workers to fill short-term engagements. The focus in global mobility should be on how to support a growing and independent talent pool which could be crucial to business development in the future.

A recent Intuit study predicts that by 2020 up to 40% of US workers will be independent contractors – and you'd expect that figure to be replicated in other markets too. Companies will have to do more to attract young talent with

desirable skillsets in future as more and more workers choose to maintain a self-employed status. I haven't yet seen data for the UK, or other parts of the world, but there is little doubt that the trend is growing.

The debate around zero hours contracts has been intense, while the issue of liability has yet to be resolved.

The issue of 'perma-temp's', where companies don't want to fully commit to hiring a full-time employee, adds confusion to the numbers. But the feeling in global mobility is that Generation Y and Z are increasingly enticed by the freedom the gig economy can provide.

There are complications in store, however. The debate around zero hours contracts has been intense, while the issue of liability has yet to be resolved. This is a murky one. Is a corporation liable for gig workers or are they liable for themselves? And will countries develop

visas to allow for the movement of contract employees? Whatever the answers, it is certainly a challenge for compliance.

It also means that a company's focus in future may be on the skills that workers have to offer rather than on their long-term career – and that's a big change in global mobility where international assignments are often seen as part of the leadership ladder. As more and more workers enter the gig economy, the discussions surrounding it may well change. The big discussion may be about how businesses can compete effectively for independent global talent rather than how they exploit them. Certainly, the issue isn't going away – so global mobility managers need to get to grips with it as soon as possible.

Lisa Johnson

Lisa is Global Practice Leader, Consulting Services, at Crown World Mobility, a global company that helps corporations manage global talent. She has more than 20 years of experience in the industry and has been with Crown since 2012.



NEWS: PEOPLE

New appointments for expansion at The Alternative Pallet Company

The Alternative Pallet Company has increased its core staff to support business growth plans resulting from the popularity of its PALLITE® range of paper pallets and honeycomb-cored products.



● Left to Right: Martin Martin, Matthew Marks, Stephanie Leigh and Alex Farrell.

The company's team will increase by eight people over the coming months with key focus on production, sales, quality and marketing. In July the company announced the following new staff additions:

Matthew Marks, Quality Manager, has over four years of quality and environmental management experience in the packaging industry.

He will make sure that the PALLITE® brand is environmentally sound and fully compliant in all areas of the business

Stephanie Leigh, Marketing Manager, has strategic marketing expertise and industry experience and will take the lead on new initiatives to strengthen the PALLITE® brand.

Alex Farrell, Business Development Manager, has over

four years' experience in the transport and logistics industry and a thorough understanding of supply chain management. Alex aims to introduce the innovation behind the PALLITE® brand to her extensive network and others within this sector

Martin Martin, Business Development Manager, has worked in service and product-related industries for over 30 years in both

sales and management roles. He brings valuable experience to the company and an understanding of modern business practices.

The company says that with these new team members in place it has a sound foundation from which to implement its extensive sales and marketing strategies. All this comes on the back of a very positive close to 2016 and with forecasts for 2017 onwards showing a growth path for the company.

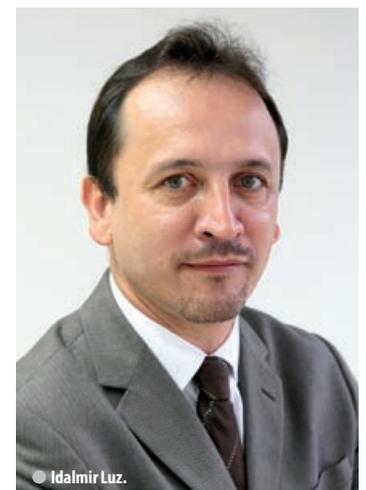
It does not stop there however, as following its winning of the Northamptonshire Logistics Awards 2017 – Innovation Award, the company is finalising the purchase of new machinery that will further enhance its offering to both current and potential customers.

Patrick Mulhall, Managing Director, commented: "At a time when there is so much focus on austerity, we are proud to be a creative UK manufacturer that is looking to expand. When you combine a quality product with a focussed and energetic team, and continued investment in both people and equipment, it means it's exciting times for PALLITE®."

GINTER appoints Idalmir Luz to immigration and relocation

GINTER has announced the appointment of Mr Idalmir Luz to the company's immigration and relocation departments. Mr Luz will help the company develop new service products to meet the needs of the continually changing market.

Idalmir is a lawyer with 23 years' experience in global mobility, focussing specifically on immigration. In his new role he will use his expertise and global knowledge to develop the company's immigration and relocation services to ensure that they are quick, efficient and professional and in accordance with Brazilian laws.



● Idalmir Luz.



● Gordon Lyall, Jason Herbert and Geoff Watson.

Jason Herbert becomes managing director of Doree Bonner International

Following the recent news about the restructure of the Group, Doree Bonner International has announced the appointment of Jason Herbert as its new managing director.

With full responsibility for the leadership and development of Doree Bonner's branch network, Jason will also play a key role in the strategic growth of the company. He will be based at the company's head office in Dartford and will report to Joint Chief Executive Officers Geoff Watson and Gordon Lyall.

Jason brings with him over 30 years of leadership experience and knowledge of the removals industry. After graduating with a degree in economics he joined the National Freight Consortium as a graduate trainee – appointed by Geoff Watson when he was with the organisation. Jason then held several senior management positions during his 28-year period with Pickfords and was then appointed managing director of Excess International Movers, his most recent role.

In a joint statement Geoff Watson and Gordon Lyall said: "Jason's track record, experience and contacts in the industry are second to none and we are thrilled to have him on board. Attracting someone of Jason's

"Jason's track record, experience and contacts in the industry are second to none..."

Geoff Watson

calibre into the business is a great endorsement of our strategy and ambition. He brings with him a wealth of experience which will be vital as we continue our ambitious plans to grow the company."

"Doree Bonner International has a deserved reputation as one of the leading removal companies and a company I have respected as a competitor over many years," said Jason. "We have a tremendous opportunity to grow further, bringing our strong business values and service delivery to match the demands and high expectations of our customers. I am both delighted and excited to be on board and part of the team."



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www.four-paws.org.uk

NEWS: PEOPLE

Cartus appoints Fiona Williams as director of strategic business solutions

Fiona Williams, a seasoned sales and business development executive with nearly 15 years' experience in the relocation industry, has joined Cartus as director of strategic business solutions in the Europe, Middle East and Africa (EMEA) region.



Fiona Williams.

Fiona will focus on providing corporate solutions to multinational companies with global relocation programmes. She will be based in the UK and report to Nigel Passingham, Vice President of Strategic Business Solutions EMEA & APAC, who said of her appointment, "We are extremely pleased to welcome someone of Fiona's calibre to our sales team in EMEA. Fiona's expertise will serve her well in this new role at Cartus."

Most recently, Fiona served as group director of strategic development and innovation for a relocation services provider, based in the UK and Hong Kong. Prior to this, she worked in a consultative business development role for investment management company, Jones Lang LaSalle, based in Hong Kong. Having worked in the Asia-Pacific region, she has experience of working across borders and an understanding of western and eastern markets.

MARK BROMLEY BECOMES NATIONAL CHAIRMAN OF BIFA

Mark Bromley has succeeded Fred Osborn as the elected national chairman of BIFA – the British International Freight Association – for a two-year period. Sir Peter Bottomley, MP, remains as BIFA president.

Mark has been associated with BIFA for many years, working for BIFA member Always International Freight Forwarding. He was previously chairman of BIFA's Surface Policy Group.



Mark Bromley.

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Cartus appoints senior vice president of global sales and marketing

Cartus Corporation has announced the appointment of Mark Sonders as senior vice president of global sales and marketing. Mark joins the company with over 20 years in business-to-business sales and leadership roles. He will be based in Cartus' worldwide headquarters in Danbury, Connecticut.

"His technology expertise and his breadth of experience with companies both large and small will bring great value to our clients and their employees, and I am looking forward to the discipline and creative approaches he will bring to the Cartus family."

Mark joins Cartus from Vertafore, an industry leader in the insurance industry. He led consecutive years of record-breaking sales and revenue, with a primary focus on providing complete, adaptable and evolutionary technology in the marketplace to help customers 'future-proof' their technology decisions.

"... his breadth of experience with companies both large and small will bring great value to our clients and their employees ..."
Kevin Kelleher



Mark Sonders.



The White & Co Mystery Mover

Well last month seemed to be far too hard for you as nobody recognised the smiling face of Wridgeways' John Clayton. This month therefore, it's really easy (if you know the answer) – can you put a name to the face? E-mail your answer to editor@themover.co.uk for a chance of winning the White and Company Red and Black watch.

"Mark brings an outstanding track record of achievements in overseeing organisational strategy and execution around business development," said Kevin Kelleher, President and CEO of Cartus.

YourComments

We asked you for your response to some of the stories we publish in *The Mover*. Here are some of your comments.

Wisdom without control *The Mover*, July 2017, page 4

David Wilson (65¼) Smallmove Removals & Storage

I read with amazement your piece on retirement, July 2017, just eight weeks after my 65th birthday. I could be the dad who you referred to. The one who bought a van thirty years ago to top up the factory night shift wages to pay the mortgage. With assistance from my wife who was at home bringing up our three future porters, she'd answer the phone and book in the work (no mobiles in those days, I'd get home from van and man work only to be turned around and sent back out again). Later she'd be in charge of packing, I'd quit the night-shift and our three boys joined me during school holidays. No bloke could ask for better. Working, playing and socialising with his sons and wife.

People will soon forget who moved them. My staff can be the best ever but they'll be forgotten in the grand scheme of things.

As years went by two of our sons escaped the moving business and started successful businesses in other fields. Our youngest was sent off with pen and paper to gain his Transport Manager's CPC and so we carried on through the ups and downs of the job, just a small family business, until now.

I should have heard the alarm bells, but I missed them. You see, I felt smug in the knowledge that almost 80% of our work by now was coming from recommends. I was able to cut the huge advertising costs of directories, local papers, and other publications. They were old hat by then, not many people used them

to find local trades and at best they only just covered their own cost. So, what can be wrong if our work comes in for free? Recommends are good aren't they?

People only move every few years on average. People will soon forget who moved them. My staff can be the best ever but they'll be forgotten in the grand scheme of things. If so much work came from recommends it follows that we were not picking up much in the way of new enquiries. Therein lies the problem. I hadn't replaced our old-style advertising with something up-to-date. I don't know how to handle social media, I don't know how to use the Internet to our advantage. The business has hit a brick wall and is in rapid decline thanks to technology.

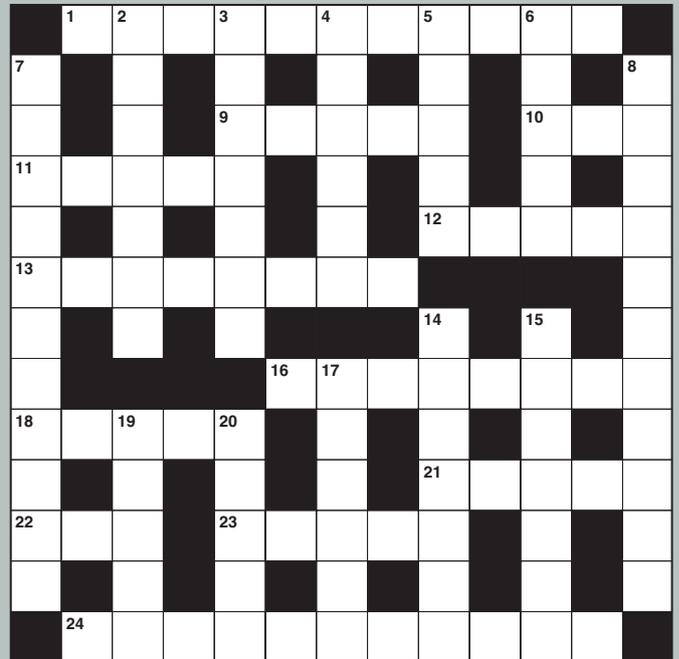
My sons and staff have become thoroughly disheartened with the reduction in enquiries and work. While they are there without fail to give an outstanding quality service, they don't foresee the business making a Phoenix-like recovery with themselves being dropped in at the deep end to sort the mess out. They have no interest in taking over.

I'll keep working with them until they say enough is enough, then the business will close. I'll keep the self storage and a Luton van for my pension. There's not enough of the removals side of the business to offer for sale.

So, what's the lesson to be learned? Hindsight and you Steve tell me I should have involved the lads and technology years ago. I didn't realise I needed their input. They should have been in control and ready to take over a thriving business. I shouldn't have been there doing everything for them, so much so that they only needed to turn up for work, give a 100% sterling service and go home again.

In short, dads, by all means be their boss, their mate and their dad but don't mother them.

Puzzles



ACROSS

- 1 Domineering (11)
- 9 Taming of the ____: Shakespeare play (5)
- 10 Bat (anag) (3)
- 11 Five lines on which music is written (5)
- 12 Type of verse (5)
- 13 Playful (8)
- 16 Partial shadow (8)
- 18 Gate fastener (5)
- 21 Italian cathedral (5)

- 22 Crux of a matter (3)
- 23 Use to one's advantage (5)
- 24 Plant of the cabbage family (11)

DOWN

- 2 Organic nutrient (7)
- 3 Flower-shaped competition award (7)
- 4 Wading birds (6)
- 5 Oarsman (5)
- 6 Crazy (5)

- 7 Very successful (of a book) (4-7)
- 8 Room used by astronomers (11)
- 14 Confused (7)
- 15 Elongated rectangles (7)
- 17 Cream pastry (6)
- 19 Avoided by social custom (5)
- 20 Perceives audibly (5)

	2	8			4			7
		7					5	4
	9			3				
					7			
3		6		2		9		5
			6					
				1			8	
9	5					2		
4			3			7	1	

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Copy dates

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14 – 16 September, 2017, Kassel, Germany

FLTA National Fork Lift Safety Conference 2017

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PAIMA 33rd Annual Convention

6 – 8 October, 2017, Long Beach, California, USA

IAM 55th Annual Meeting

9 – 12 October, 2017, Long Beach, California, USA

European Self Storage Conference and Trade Show

16 – 18 October, 2017
Maritim ProArte Hotel, Berlin

FEDESSA European Conference & Trade Show 2017

17 – 18 October, 2017, Berlin

The Movers & Storers Show 2017

8 – 9 November, 2017
Hangar '42, Bruntingthorpe Aerodrome, UK

EuRA EMEA Conference

22 – 24 November, 2017, Dubai

FIDI Conference 2018

8 – 11 April, 2018, Puerto Rico

OMNI Conference 2018

13 – 16 April, 2018, Palm Beach, Florida, USA

EuRA Conference 2018

24 – 27 April, 2018, Dubrovnik, Croatia

IAM 56th Annual Meeting

4 – 7 October, 2018, Washington DC, USA

Did you know?

We've dug up a few facts that we thought you may (or may not) find interesting.

A pangram sentence is a sentence that contains every letter of a given alphabet at least once.

The 'mayday' distress signal originates from the French 'm'aidez' which means 'help me'.

The Beatles' first band name was *The Quarrymen*, they also briefly changed their name to *Johnny and the Moondogs*.

Scientists have found that swearing, or exclamatory statements in general, can actually relieve pain.

Gorillas can catch human colds.



Puzzle solutions



1	2	8	5	6	4	3	9	7
6	3	7	2	8	9	1	5	4
5	9	4	7	3	1	8	6	2
2	1	5	9	4	7	6	3	8
3	4	6	1	2	8	9	7	5
8	7	9	6	5	3	4	2	1
7	6	3	4	1	2	5	8	9
9	5	1	8	7	6	2	4	3
4	8	2	3	9	5	7	1	6



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No older than 2001, contact Mark on 07973 623157.

MOVE MANAGER - RUISLIP, WEST LONDON
Excellent customer service, communication and administrative skills, ability to work under pressure.
Contact John Morris: jmorris@crownewww.com.

7.5 TONNE THREE CONTAINER MERCEDES
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Contact Richard 07887 986586

250 CUFT WOODEN CONTAINERS FOR SALE
good condition, North West.
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TRANSPORT MANAGER/ ESTIMATOR REQUIRED
For busy family owned removals company in Dorset. Must have relevant Certs/documents
01258 858564.

Tony Allen: And finally ...



Pick up the pieces

Some things in life just puzzle me: for example, why does a pen only ever run out whilst you are using it? When someone has an accident such as dropping a precious piece of china on the floor do they always say: 'I knew that would happen!' Well if you knew it would happen ... never mind.

And another thing, why is my phone called a mobile when it's never moved of its own accord during the whole of its existence? What's the appeal of Benedict Cumberbatch? Would he be so damn popular if he was called Ron Smith?

When I was young, my father often used to say to me if I had a problem: 'Remember son, a wet bird never flies at night'. I've never ever worked out what that meant, but that's what he used to say. There might be a prize for anyone who can offer me a credible answer.

I also find it most amusingly ironic that nobody actually knows the origin of the word 'puzzle'. Oh, and by the way, at this stage, I feel I must take the opportunity of apologising to Ron Smith.

Why do I always seem to know everyone in *The Mover's* Mystery Mover competition except the one that I'm supposed to recognise? Sometimes I even know the name of the waitress. Oh, and why do I have this secret yearning for a black and red watch?

I'm now going to move on as I find that I'm running out of question marks. I know that you like to hear my self-deprecating stories, which I can assure you are completely authentic, so here's one that's most apposite.

Going some way back, Britannia Group members Malc Haley and Andy Dickerson used to organise an annual charitable 'challenge'. This particular year we were attempting to complete a (very long and not so flat) section of the North Sea Route through Holland and Belgium on bikes. We were spending our last night in Bruges and somehow, and in spite of ourselves, we ended up in a very noisy disco ... is there any other? Towards the end of the evening a very attractive young lady came up to me and asked - nay demanded - if I would like to dance with her. I tried to effect nonchalance and we made our way to the dance floor with my ego fitfully dancing in time to the music. But reality soon took over, and frankly I was rather puzzled (just to remind you of the context of this article) as to why me? Above the sound of the music, I asked her (with echoes of Humphrey Bogart) why, out of all of the people in the room she had chosen me. Although thinking about it this was perhaps the wrong time, especially as we

were in the middle of raising our arms in the air to the tune of *YMCA*.

'Well' she loudly replied 'I am getting married tomorrow and this is my hen night. In Belgium we have a tradition that on her hen night the future bride has to dance with the oldest man in the room'. Collapse of stout party!

So really our life is one long series of puzzles; some of them you work out and some you never do. But don't worry, some puzzles are there to test us and make life more interesting. It's a bit like a jigsaw that is never finally completed, we are always looking for another piece to complete the picture - and whilst we are on the subject - why is it that when a jigsaw puzzle has a piece that is missing, it is always the very last piece?

Given the choice I probably wouldn't do anything differently if I had to live my life again. Every little thing that happens to you, good or bad, becomes a little piece of the puzzle of who you become.

From a business point of view, there are many puzzles which we encounter. The difference between success and failure is a very fine line and whilst failure is often a hard result to evaluate, success is abundantly apparent by its presence. Similarly, it's often a puzzle as to why the employee that you've helped most of all will always be the first one to let you down. Perhaps it's just more noticeable and maybe the same process applies to your customers/clients as well. Perhaps on a bad day the biggest puzzle is why the heck we got involved in this business in the first place.

Given the choice I probably wouldn't do anything differently if I had to live my life again. Every little thing that happens to you, good or bad, becomes a little piece of the puzzle of who you become. Every successful person you read about - Warren Buffett, Richard Branson - all seem to have the same opinion. 'Do what you love.' I know I did, but even so there are still lots of pieces missing.

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