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Issue 068 November 2016 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

The independent voice of the global moving industry.



## NEW FACES

Newcomers Justin and Matt set for success. Page 26

# Channel Islands

## Trade Rates

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501-1000 cuft	£1.50 per cuft
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### H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
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# TheMover

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### Editorial

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**LEADER**

## Death of a salesman

**Steve Jordan, Editor**

**W**ell that might be a bit dramatic, but he's certainly not feeling well right now if the chat at IAM last month was anything to go by. Moving estimators, salesmen, surveyors, whatever you choose to call them would have been forgiven for assuming that their job at least was never going to be taken by a robot. Sorry folks. They are here. And not a squeaky voice or a ray gun in sight.

It seems that it's the latest trend. Instead of sending out surveyors, driving 70,000 miles a year, burning fossil fuels and living on motorway food ... you just call the customer on a video phone and ask them for a guided tour of the house. Saves money, is quicker, is better than a survey form, helps protect the planet ... oh yes, and puts the salesman out of work. I knew there had to be a catch.

And it doesn't stop there. Last month we ran a story about SurveyBot – other video survey products are available – that even does some of the calculations for you and links to the back office system so you don't have to know how to type. Well not very well at least.

If you think it's impossible to do a survey in this way you have to remember that the person on the office end of the video is an experienced estimator who knows what questions to ask, knows the tricks customers sometimes play to 'pull the wool', and understands how furniture fits together when packed for export. But a salesman trying to build a rapport with a customer via a three-inch screen – Arghh! And what happens when all the experienced people are dead?

But consider how much it costs to do a survey - £100 if it's local, much more if it's a long way off. If your competitors do it and you don't, you are never going to compete. Consider too that young people nowadays want to do things online. They don't much care for human interaction and are not prepared to stay in all afternoon watching Jeremy Kyle waiting for you to turn up. They want a quote now!

I spent nearly 20 years on the road as a salesman. I enjoyed it and was reasonably successful. But still I see the sense in finding an easier way and, as the world becomes increasingly 'virtual' it seems the writing is on the wall for the briefcase, the engaging smile and the sharp suit. Oh well. RIP.

**Steve Jordan**

● Darren Vale, Self Storage Manager for Britannia Leatherbarrows and Andrea Piédôt, Corporate Fundraising Officer for Bournemouth Hospital Charity.

## Britannia the lion has a new home

Britannia the lion, who for the last five years has guarded the door at Britannia Leatherbarrows' head office in Bournemouth, has been given a new job: patrolling Bournemouth Hospital's newly completed Orchard Garden.

**T**he lion was originally part of the Pride in Bournemouth event in 2011, which featured work from some of the area's leading artists. The lion pack brightened up the streets of Bournemouth throughout that summer before being auctioned off to raise money for the Born Free projects in Kenya and Ethiopia.

Andrea Piédôt, Corporate Fundraising Officer for Bournemouth Hospital Charity said, "Bournemouth Hospital Charity is delighted Britannia Leatherbarrows has loaned us this wonderful lion 'Britannia'. She is an eye catching feature in the new Orchard Garden where patients can escape the clinical setting for a while: she has become the talk of the hospital."

Darren Vale, Self Storage Manager for Britannia Leatherbarrows said, "Leatherbarrows has a fantastic relationship with Bournemouth Hospital and has done for many

**"We just hope the lion adds some extra colour and joy to this already beautiful area."**

Darren Vale

years now, not just that they use our storage services, but many of the Leatherbarrows team have close ties personally to this hospital. We just hope the lion adds some extra colour and joy to this already beautiful area."

The lion's creator, artist Hazel Evans, used the theme of travel as the main inspiration for the decoration, with a Union Flag on the mane flowing down the body and blending into flags of different countries.



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**NEWS: UK**

## EMMAs return to London

The EMMAs return to London this month to celebrate success, best practice and outstanding contributions to the global mobility industry within the EMEA region. The event took place at the O2 on Friday, 11 November. As always there are a wide range of categories however two in particular are directly relevant to the household moving sector. The nominations were:

**Destination Services Provider of the Year:**

- AGS 360 Solutions
- Bourne Relocation Solutions
- Dwellworks Intercultural Solutions
- Employee Mobility Solutions
- Formula Corporate Solutions India Pvt. Ltd.
- Icon Relocation
- Intermark Relocation
- King & Mayr GmbH & Co.KG
- Relocation Support Services

**International Moving Company of the Year**

- AGS 360 Solutions
- Atlas International
- Bishop's Move Group
- Bourne Relocation Solutions
- GB Liners
- Harrow Green
- John Mason International
- Oceanair International Movers
- Pickfords

More information about this year's winners next month.



● The EMMAs took place at the O2.



● Margot James and Philip King.

## UK government supports Prompt Payment Code

New measures to support the Prompt Payment Code (PPC) and drive a culture of better payment practice have been confirmed in a letter to PPC signatories from Margot James, Minister for Small Business and Philip King, Chief Executive of the Chartered Institute of Credit Management (CICM).

**T**he letter highlights the significant success of the Code to date, and in particular highlighting the challenges against Code signatories that it says have been 'hugely successful in achieving fast settlement of invoices, creating dialogue between parties, improving contract terms, and providing constructive assistance welcomed by suppliers and signatories alike'.

The correspondence also confirms the future appointment of a small business commissioner to provide help and advice to business, including on achieving prompt payment, and the Statutory Duty to Report for large businesses to report on payment

**...there are still too many business owners across the country who have not been paid on time by their customers."**

Margot James

practices that comes into force from 6 April, 2017. Further strengthening of the Code will follow the implementation of the Duty to Report measures.

The authors of the letter confirm that signatories should be paying within 30 days where possible and that this should increasingly be the norm. The Code Compliance Board will not be enforcing 30 day terms but states that paying invoices within 60 days will be a requirement unless there are exceptional circumstances that will be considered on a case by case basis. An example of 'exceptional circumstances' might be where a company is able to demonstrate that it applies different terms to the benefit of their smaller suppliers.

The Minister says that: "Prompt payment can make all the difference to small businesses, boosting their cashflow and allowing them to invest in growth for the future. Although we have seen some progress, there are still too many business owners across the country who have not been paid on time by their customers."

"We need a culture change to stamp this out and the Prompt Payment Code continues to play an important role in bringing this about, alongside a package of measures taken forward by government and industry. The businesses signed up to the Code commit to demonstrating the gold standard of payment practices and it's great to see so many of Britain's leading household names on the list."

The Prompt Payment Code is administered by the CICM on behalf of the Department for Business, Energy and Industrial Strategy (BEIS). It currently has more than 1,800 signatories, with each signatory committing to best practice in the fair and equal treatment of suppliers, many of whom are smaller businesses.

Last year the UK government announced a series of measures within the Small Business, Enterprise and Employment Act to further strengthen the Code.

## Summer of investment for Burke Bros Moving Group

Burke Bros Moving Group has had another season of considerable investment in new vehicles. Operating within a post-Brexit climate of political and economic uncertainty, Burke Bros Moving Group believes it is more important than ever to make such investments and to provide the very best in service.

A £200,000 investment has seen the purchase of two new DAF 18T

and 12T Euro 6 vans, supplied by Greenhous DAF, Wolverhampton. The fully branded vehicles complement the existing fleet and form part of the road trains used for the company's weekly services across Europe.

The investment builds on a purchase earlier in the year, of a new Renault low loader. The smaller van is ideally suited for smaller loads and for shuttling from

properties with poorer access.

Gary Burke, Managing Director of Burke Bros Moving Group said, "No matter whether we are negotiating difficult accesses in rural France or meeting the exacting standards of central London's environmental policies, our fleet is very well equipped for all circumstances. The continued investment in equipment reflects Burke Bros Moving Group's



● One of the new Burke Bros DAF vehicles.

continued commitment to the highest standards of service."

## Removal man appears with new best friend on ITV show

Sharp-eyed viewers of ITV's *For the Love of Dogs* last September may have recognised Simpsons Removals' Project Manager Kirk Dugard with his rescue dog Forest, when they appeared on the programme.



● Kirk and Lydia with Forest.

**K**irk and his partner Lydia were smitten by Forest, a Lurcher Cross, when they visited Battersea Dogs Home in May.

"On the Sunday after the BAR conference in London I was travelling back on the train when I had a call from Lydia saying she'd had a call from Battersea about a puppy and

wanted to drive to Windsor as soon as I got home to see him," said Kirk. "We'd lost our old rescue dog Rusty only eight months earlier to cancer and had registered with Battersea shortly afterwards. I really wanted a little longer to get used to the idea of another dog but, nonetheless, we duly went along and the rest, as they say, is history."

Forest was very underweight, had a skin infection and was being treated for Giardia (an infection of the intestine). He is now nine months old and has made remarkable progress since moving to his new home.

"He's really lively, loves to jump and run and he's very agile and has a habit of leap-frogging over other dogs," said Kirk. "We take him for walks in the nearby field and he just runs and runs, he's very energetic."

Forest goes to a puppy training class once a week and is learning how to sit and stay. "We're working on recall and he's definitely getting there with that," said Kirk. "We also have a couple of problem solving games we play with him where he has to find treats with his snout and paws, which he really likes. He's also really into sticks and loves chasing them."

See how Forest has settled into his new home on Pets at Home's YouTube clip *Forest's First Toy Box*, <https://youtu.be/hfMD-ZhLckg>.

## Agility raises £7,000 for BLESMA

**A**gility GRMS hosted its annual golf day on 14 September raising more than £7,000 in support of the British Limbless

Ex-Service Men's Association (BLESMA), an organisation dedicated to serving veterans who have suffered life-changing

limb loss or loss of the use of a limb or sight in the honourable service of the United Kingdom.

Agility GRMS, which manages household removals for Ministry of Defence personnel around the world, has been hosting this annual event since 2013.

Simon Kirby, Director of Agility GRMS, said: "We have supported BLESMA for several years. This year we were honoured to invite two members of BLESMA, also past and present service personnel from 29 Regiment Royal Logistic Corps based at South Cerney."

Taking part were representatives from various businesses across the removals and storage industry, including Armishaws; Bishop's Move; Britannia Movers; Eurogroup; Fox Removal and Storage; Pearson Movers; Reason Global; and White & Co.



● Agility GRMS' annual golf day in aid of BLESMA.

## CPC for warehouse managers

In collaboration with Logistics Learning Alliance (LLA), the UK Warehousing Association (UKWA) has developed and launched a new Warehouse Manager Certificate of Professional Competence (CPC).

The study programme involves both guided learning hours and distance learning and, once successfully completed, leads to a qualification which is equivalent to Level 4/5 of the Qualifications and Credit Framework.

The UKWA Warehouse Manager CPC was officially launched in September with a pilot programme at LLA's training centre at Coalville near Leicester.

Peter Ward, UKWA's CEO said, "The course is focussed, relevant and designed to meet the needs of the industry and our aim and expectation is for the UKWA Warehouse Manager CPC to become the recognised industry standard of achievement for warehouse managers."

LLA's Managing Director, Peter Jones said, "The course will not only set the UK standard but will also meet global standards for the future. It will be an on-going programme for anyone aspiring to become a warehouse manager or warehouse managers looking to achieve a recognised standard and gain a qualification."

In addition to the Warehouse Manager CPC qualification, Logistics Learning Alliance is working with UKWA to provide a standard for warehouse supervisors. This course will be introduced in spring 2017.

● [www.ukwa.org.uk](http://www.ukwa.org.uk)



● Peter Ward.

**INSIGHT:** DATA SECURITY

## Data breach: keeping sensitive data secure

Yahoo's cyber security breach has thrown the subject of online security into the headlines once more.

**I**t was revealed recently that the names, telephone numbers and security questions for at least 500 million Yahoo users were stolen in one of the largest online breaches ever.

However, Yahoo is not the first company to be at the centre of such a scandal and they certainly won't be the last. In the past year alone, cyber security incidents have cost UK companies an anticipated £34.1 billion.

"The two main risks a company faces as a result of a breach are damage to its reputation and company valuation," explained Dominic Johnstone, Head of Information Management Services at Crown Records Management. A company that suffers a data breach could also receive a hefty fine due to its negligence. "The Information Commissioner's Office can now impose a substantial £500,000 fine and, when the General Data Protection Regulation comes into play, this could increase to anything between £10,000,000 and £20,000,000 or 4% of a company's global turnover."

Dominic suggests the key things companies should consider to help reduce the risk of a cyber security breach are:

- Educate staff: Much of the risk can be mitigated by having a developed training and awareness programme within an organisation as well as a clear communications plan on new risks and methods and repeated reminders to be safe.
- Set protocols: Build your IT infrastructure, protocols and training regime around a system such as ISO 27001. Have a clear information governance programme and understand your risks with a clear data map. Plus, use behavioural tracking to see out of the ordinary actions by users.
- Make sure you have reliable insurance: Cyber insurance is a consideration that also forces organisations to secure their company's assets so should be encouraged where appropriate.
- Be proactive: Advanced defences, behavioural tracking and robust testing of the defences is vital to ensure your organisation isn't the next one in the news.



**"The two main risks a company faces as a result of a breach are damage to its reputation and company valuation ..."**

Dominic Johnstone

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**NEWS: UK**● **Rebecca Downing**

## Buzzmove raises £6 million super-seed funding

UK-based online price comparison and booking platform Buzzmove has announced a £6 million super-seed funding round led by White Mountains Insurance Group Ltd.

**A** portion of the proceeds from the fundraise will support the continuing development of Buzzmove's new platform to enable consumers to inventory their belongings digitally and to purchase home and household contents insurance.

Moving is a critical juncture in consumers' lives that often changes their relationships with key financial and home services providers and therefore Buzzmove is in touch

with consumers when they are likely to modify or replace existing insurance policies. The company is using this access point to gather accurate home and household contents data and to empower consumers to obtain tailored coverage at the right price.

Buzzmove enables consumers to inventory their belongings easily through an intuitive mobile app. The company also provides professional surveying software for moving companies in the form of a next-

gen Software as a Service (SaaS) platform.

Rick Huckstep, Managing Director of the *Digital Insurer (Europe)* online publication, in one of his recent articles, wrote, "By building a detailed personal inventory as your home is packed into boxes and moved, Buzzmove provides insurers and consumers with the

**"Buzzmove aspires to be to home and household contents insurance what telematics is to motor insurance ..."**

Rebecca Downing

information they need to better price contents insurance. And, should a claim be made, there's evidence that your stuff existed in the first place."

CEO Rebecca Downing said, "Buzzmove is providing a new marketplace that enables customers to gather and then capitalise on accurate data about their home and household contents. Buzzmove aspires to be to home and household contents insurance what telematics is to motor insurance, enabling truly personalised household contents-based insurance policies."

Buzzmove's professional surveying software for moving companies was due to be released at The Movers and Storers Show earlier this month.

## BAR STAFF GET THEIR RUNNING SHOES ON FOR THE RBA

**O**n 23-25 November, 2016, the BAR team at Watford will be running/walking a combined marathon a day for three consecutive days to raise money for the RBA (Removers Benevolent Association).

The event will take place at BAR Watford between 9.00am and 4.30pm on each day, with the team having the added challenge of managing their running/walking time in addition to their normal work duties. BAR plans to run a live Twitter feed for the event providing an update on distances covered and which team member is currently on the treadmill, using the hashtag #run4rba.

BAR would like to take this opportunity to call on the generosity of the industry to sponsor the team for this great cause. A Just Giving page for the event has been set up so sponsors can give their support at: [www.justgiving.com/removers-benevolent-association](http://www.justgiving.com/removers-benevolent-association).



## Masons Moving Group optimistic post Brexit



● Left to right: Warren Mason, European Co-ordinator; Sarah Mason, Marketing Consultant; Paul Eveleigh, European Driver; Gordon Mason; Graham Thomas, European Driver.

**F**ollowing the Brexit vote, many international companies are wondering what the future holds. However, Gordon Mason, head of Cardiff-

based Masons Moving Group, believes strongly in the future of the European removals industry, to the point that he, and the other two directors, Richard and Brett

Mason, have just invested in two new build DAF XF410 Euro 6 model vehicles and are in the process of putting together a business growth programme with the European and international sectors at the heart of their strategy.

Gordon Mason said: "Of course there is still uncertainty as to what the Brexit vote means for our industry, but the borders won't just shut down, people will still move around Europe. We stand strong in our belief that there will still be a strong European removals market, one that might be even more competitive and with a lot more bureaucracy - but we are an industry that has always had to

adapt to change."

"It will be companies such as Masons, who have the heritage, experience and strong relationships with their European agents and trade partners that will survive and grow and overcome these new challenges. Masons' investment in our European growth is our way of preparing for the future and any changes that will come our way," said Gordon.

Masons was founded in 1905 by Sidney Mason and is now in its fourth generation of family ownership. The company provides moving services to all parts of the UK and to destinations across the world.

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## LEGAL: APPRENTICESHIP LEVY



# New apprenticeship levy: all businesses will need to act

By Paul Mander, Penningtons Manches LLP

**F**rom 6 April, 2017 UK businesses will have to report to HM Revenue and Customs (HMRC) for calculation of a new compulsory levy to fund apprenticeships across the UK. The levy will be used to build a central 'pot' of money which will be topped up by the government to help fund both existing apprenticeship schemes and the government's pledge of three million new apprenticeships in England by 2020. This is part of a wider objective to encourage people to enter the workplace without degrees.

The starting point of the levy is that all employers will owe a sum equivalent to 0.5% of their total wage bill. They will, however, receive an offset allowance of £15,000, meaning that only employers with an annual wage bill in excess of £3 million will have to pay money to HMRC under the levy. This £15,000 allowance can be lost as a penalty if a business fails to submit levy calculations through PAYE, even if the business is below the £3 million threshold and would not otherwise have had to pay.

The way businesses access apprenticeship funding is also changing. In England, a Digital Apprenticeship

Service (DAS) was set up from October 2016 and UK employers with employees in England, who exceed the £3 million threshold and pay the levy, will be able to access funding through their own personal accounts. Employers below the £3 million threshold who do not pay the levy will not have access to levy funds, but will have access to the DAS, through which they can make contributions to the cost of apprenticeships and access government funding.

Guidance has been issued by the government which gives some idea of how the levy may work:

### How will it be paid?

The levy will be paid to HMRC through the Pay as You Earn (PAYE) system. It is equivalent to 0.5% of an employer's annual pay bill and each employer will have a levy allowance of £15,000 (meaning that no payments will need to be made unless your annual pay bill is more than £3 million).

### What counts as pay?

For the purposes of calculating the levy due, an employer's annual pay bill is the total amount of earnings subject to Class

1 Secondary National Insurance contributions (NIC) and includes wages, bonus, commissions and pension contributions on which an employer pays NIC. Currently, any benefits in kind subject to Class 1A National Insurance contributions are not included.

### Levy allowance

This will operate on a monthly basis and accumulate through the year. Any unused allowance can be carried forward to the next month and, where you have unused allowance in one month and paid the levy in the previous tax year, you may receive a credit. Even if your pay bill does not exceed £3 million, you will still need to take action to ensure that you fully benefit from the levy allowance. You may end up paying the levy in some months and not others, for example if you have a high number of seasonal workers.

### Digital account

Tools will be available from January 2017 to allow employers to register and create a digital account through which they can access and administer their apprenticeship levy and allowance. A new funding system in relation to apprenticeships will be



introduced from May 2017 in conjunction with the apprenticeship levy.

The levy will affect all businesses so the time to start preparing for DAS and levy reporting will soon be upon us. We will issue further updates when more details are known, but if you have any questions or would like further information about the current position, please get in touch.

● [www.penningtons.co.uk](http://www.penningtons.co.uk).

● Above: the government has pledged to create three million apprenticeships in England by 2020.

## Paul Mander

**Paul Mander** is a Partner and the Head of Penningtons Manches' employment law team. He advises on a broad range of contentious and non-contentious employment and partnership matters and is recognised in particular for his expertise in restrictive covenant and injunction issues. Paul is experienced in all forms of employment litigation, both in the High Court and tribunals, as well as boardroom disputes, discrimination (in employment and partnership), TUPE matters and outsourcings. He is recognised as a leader in his field by both Chambers Guide to the UK Legal Profession and The Legal 500.



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**NEWS: UK**

## Model truck marks 50 years for Richard Healey Removals

Customised promotional model vehicle specialist, Search Impex, has released a 1:50 scale DAF XF 460 Euro 6 (6x2, tag axle) skirted, rigid truck with 2-axle, skirted, box van drawbar trailer to mark the anniversary of Scottish removals specialist Richard Healey Removals.

**T**he model has been produced exclusively for Search Impex by WSI Collectibles as a certificated Limited Edition.

Based in Beith - a small town about 20 miles south west of Glasgow - Richard Healey Removals started in the painting and decorating trade. Back in 1965, Richard Healey, a Glaswegian painter and decorator, spent much of his time working away in London, returning home every couple of weeks. News spread about his regular return trips and people began asking him if he would transport things to and from London. Requests to carry things came frequently and Richard soon calculated that, properly organised, his unofficial delivery service using his trusty Mini-van could actually prove more profitable than painting and decorating – and so a new company was born.

The London runs saw an increase in the demand for delivery work, which in turn led to the purchase of additional vehicles and Richard soon began to focus on household removals. As the company grew, it created work opportunities not only for the second generation of the Healey family; Richard's son Richard Junior and daughter

Georgina, but also for present day Operations Manager, Barry Howitt who joined the firm in 1997.

At that time, the company operated two removal trucks and Richard Junior and Barry learned the trade at the sharp end - very much as a

corporate relocations, local authority, public sector contracts and tailored storage services. The spotless and well-presented trucks comprise mostly DAF trucks; this marque also being chosen for the company's flagship anniversary vehicle, which

**Nowadays, the company operates from new, purpose built headquarters in Beith, from where it administers its core removals and storage work.**

result of being required to act not only as drivers, but also as salesmen, porters, estimators and customer liaison officers! Georgina, having initially offered to help out for six months in 1999, has since become the firm's nominated transport manager and manages training, business development and quality systems, as well as holding an International CPC alongside her HGV licence.

Nowadays, the company operates from new, purpose built headquarters in Beith, from where it administers its core removals and storage work, as well as managing a wide range of other value added services, including fully managed

joined the fleet in July, making a total of 15 commercial vehicles.

The DAF drawbar rig has become something of an Internet sensation - its first ever trip being to Ireland where it appeared on social media every day during the journey. Although sometimes used as a solo rigid vehicle for domestic and commercial work, the drawbar trailer means the rig can carry two vehicles if necessary on long distance jobs, where it turns many a head as it travels throughout the UK and Europe.

Models are available from Search Impex, priced £186 (including UK delivery and VAT).

● [www.search-impeix.co.uk](http://www.search-impeix.co.uk).

## Quartix and Nextbase announce vehicle tracking and Dash Cam partnership

**Q**uartix, the tracking systems supplier has agreed a deal with Nextbase, the UK's top-selling dash cam manufacturer.

The deal means that all Quartix customers who purchase an InfoPlus or Corporate package will receive a Which? Best Buy Nextbase 312GW Dash Cam, further protecting them on the road and driving down insurance costs. Prices for the package start at only £15.50/month + VAT for a 36-month contract per vehicle. Other contract terms are available.

Nextbase is the UK's largest manufacturer of dash cams, which, in 2015 was the fastest growing area of consumer electronics, according to data from independent retail analysts GfK.

Quartix Director Andy Kirk commented: "We have added significant safety monitoring features over the years, our award winning safe speed database is ground breaking. It's a logical extension to partner with the UK's leading supplier of dash cams to further improve the safety of the mobile workforce".

Richard Browning, Director at Nextbase, added: "Both Nextbase and Quartix are committed to driving down the high costs of motor insurance, and most importantly, helping British motorists stay safe on the roads. Data is becoming more and more crucial in today's world and the marriage of our dash cam footage and Quartix's tracking data ensures that motorists can unequivocally prove that an accident on the road wasn't their fault."



● Andy Kirk.



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**INSIGHT:** BREXIT AND THE PROPERTY MARKET

# How did the Brexit vote affect the UK property market?

Paula Higgins, CEO of HomeOwners Alliance gives her view on how the UK housing market is performing post Brexit referendum.

**N**early three months on from the UK referendum and the haze of uncertainty surrounding how Brexit will play out appears slightly less opaque than before, as consumers remain confident. But just where are we now in terms of house prices, construction and mortgage finance?

Here's a quick round-up from the HomeOwners Alliance on how things stood in mid-September 2016:

#### Housebuilding and construction

Some of the UK's biggest housebuilders insist it's all back to 'business as usual'. That's chiefly because long-term housing under-supply has meant that the hiccup following the uncertainty of Brexit was just that – a hiccup. The demand for housing throughout the UK remains unaffected.

#### Consumer confidence

Fewer houses were purchased both pre-Brexit and in its immediate aftermath, as potential buyers waited to see what effect the decision would have on house prices, employment and the economy at large. Sellers, fearful of this lack of interest, lowered prices to secure a sale. The ball has landed just inside the buyer's court for the first time in years and it looks likely to remain there for some time.

Also, as predicted, the introduction of the 3% Stamp Duty on second homes in April this year has played its part in curbing the enthusiasm (and finances) of many buy-to-let investors.

#### Finance lending

The Bank of England's reduction of its base rate to 0.25% in August has meant mortgage rates are the lowest they've been for a number of years (it was 5.25% back in 2008 at the start of the Credit Crunch). This means it's an extremely good time to remortgage. The biggest bargains are on the two, five and ten year mortgages currently on the table.

First-time buyers may not feel quite so buoyant, however. That's because the number of 95% mortgages has fallen considerably (although admittedly this began a couple of months pre-Brexit). According to Moneyfacts, lending on small deposit mortgages has fallen 3.5% compared to the same time last year.



## INSIGHT: BREXIT AND THE PROPERTY MARKET

### House prices

Prices are similar to what they were before the referendum, but the number of transactions continues to decline. But continued under-supply means they are expected to rise in the coming months, says the Royal Institution of Chartered Surveyors (RICS) – albeit at a much slower rate than at the beginning of the year. The member organisation predicts an increase of 3.3% over the next five years.

The cost of an average home in the UK in August was £213,930. This was an increase of 6.9% compared to the same period in 2015.

Prices in the upper regions of London housing continue to experience a drop while the rest of the city is expected to remain stable for some time (up to a year, according to some property analysts).

### Impact of foreign investors

With the pound sterling performing poorly in terms of the exchange rate, UK property – and that of London in particular – continues to remain extremely popular for foreign investors – especially those from China and the Middle East.

The focus of these Asian, American and European investors isn't the same as it was this time last year though. They too are feeling the effects of the Stamp Duty charge on second homes to the extent it has encouraged many to lower their property price point. This means many overseas investors are proving strong competition for first time buyers from the UK, as well as existing property owners looking to move up the property ladder.

### Conclusion

How will things work out for the property market as the Brexit juggernaut continues? It remains difficult to tell. From where things currently stand, there doesn't look to be a lot of change and if there is, it may take time to filter through. Life does look to be a bit more comfortable if you're a buyer than previously, especially with those impressive fixed rate mortgage deals out there at the moment. One thing is for sure, if you happen to have a house to buy or sell, there doesn't seem any point in hanging around – unless you have a spare 2-3 years to see how things have worked out post Brexit.

### Paula Higgins

**Paula Higgins** is CEO of The HomeOwners Alliance, which champions the interests of Britain's homeowners and aspiring homeowners. The consumer group provides helpful advice and services and acts as the voice of the homeowner in the media, lobbying for their interests in government, and campaigning against bad practices in industry.



**NEWS: UK**

# First MyStore complex opens in Oxfordshire

The sun shone brightly on 16 September for the grand opening of MyStore, Oxfordshire's newest self storage facility.



● Left to right: Tom Skelton, David Cameron, Charlie Schmidt and Jim Clemence with Tom's labradors, Happy and Bashful, sporting their corporate scarves.

**F**ormer prime minister and recently retired local MP David Cameron cut the tape to open the 350-room complex on Witney's Book End industrial estate, close to the busy A40.

The opening came two years after life-long friends Charlie Schmidt and Tom Skelton - who own local

removals company House & Carriage - first acquired the site and began to make their vision of building a much needed self storage facility a reality.

Witney and the nearby towns of Carterton, Burford, Chipping Norton, Charlbury and Eynsham, did not have a large scale self storage complex and given the

region's wealthy demographic, and population of around 100,000, Charlie and Tom were convinced there was an opportunity.

The pair had initially considered using an existing building for their project, but finding nothing suitable in the area it was decided to build a bespoke facility from scratch. Finding a suitable site wasn't easy, but after many weeks of searching, a vacant plot on the Book End industrial estate was secured. As the site was in an existing industrial area, planning permission was not a problem, all Charlie and Tom now needed was the finance.

"None of the mainstream banks were interested in funding the project, they wanted to see something tangible first, so we had to self-fund the build," said Charlie. "Our friend and banking expert Jim Clemence helped us raise the initial finance we needed to bridge the gap until our bankers were prepared to come on board."

"I am thrilled to say that after all the hard work we have put into this project we are now seeing results. In providing a much needed facility

for the community we are not only helping local residents, we are also assisting the growth of local businesses. I am extremely proud of what we have achieved," said Charlie.

Partners Charlie, Tom and Jim are now looking for further self storage development opportunities in the wider area.

## MyStore courtesy of Active Supply & Design

The MyStore facility was built following consultation with Cheshire-based specialist Active Supply & Design who created a two tier mezzanine floor with the option to extend to three tiers in the future. This was considered the best use of available space in both the short and long term. In addition to the mezzanine floor the Active remit included storage units to the ground and first floors along with the electrical services, staircase enclosures and the new reception.

• [www.askactive.com](http://www.askactive.com).

## Britwrap protective packaging goes global

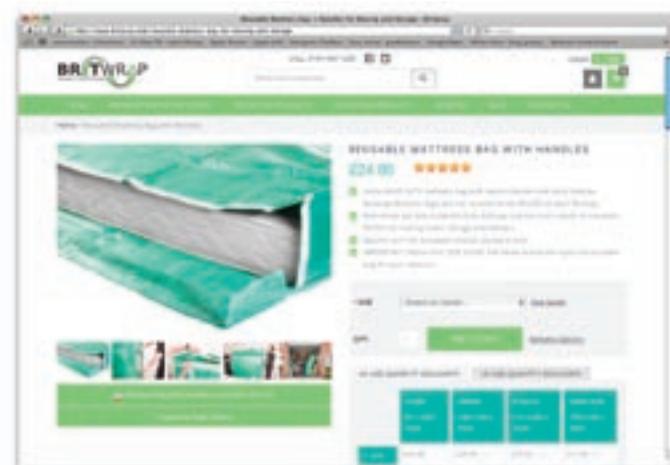
Weir & Carmichael, the company behind Britwrap mattress covers, has announced the launch of its new website for both UK and international markets.

**T**he award winning business launched its first Britwrap website in 2011. Since then, sales of Britwrap products have seen fantastic growth and the new site includes some exciting developments for the Britwrap brand.

"The site has seen amazing success over the last five years, with mattress bags in particular being a massive hit with both removal companies and home owners," said Managing Director Martin Elliott. "The increase in demand necessitated a new Britwrap site with a much broader range of products and

the ability to service international markets. We wanted a one-stop shop for the removals and storage sector."

The new site is designed to have a more mobile friendly format allowing easy navigation, a more streamlined ordering process and much improved usability for customers. It is also a response to demand from overseas for the mattress bags. It has been designed with the functionality to take orders from Europe, USA, Canada and Australia. Customers in these countries can now order direct from the site with delivery costs calculated at the checkout. For added convenience, customers



● [www.britwrap.com](http://www.britwrap.com)

have the option to pay in GBP, euros or US dollars.

To capitalise on the interest from North America, the company has included a new range of sizes: Twin, Queen, Full, California King and Eastern King. Two additional EU sizes are also available to suit longer European mattresses. A new handy 'Size Guide' on the site provides help for customers, ensuring they choose the most suitable cover for their mattress.

The new and much broader product range offers a one-stop shop for removal and storage companies, retailers and householders. New products include rug and carpet bags, floor protection fabric, storage sacks and moving bags. All the new products are made from heavy-duty materials and complement the Britwrap ethos of complete product protection.

● Visit: [www.britwrap.com](http://www.britwrap.com).

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**INTERVIEW:** MARK MUSS

# MARK MUSS -

Mark Muss has joined Packimpex in Geneva. It's his first change of employer for over 20 years. As he prepared to get to grips with his new role, Steve Jordan spoke to him about his continuing ambition in the industry that has been a way of life for him since schooldays.

**T**o many it might seem that Mark Muss has been in the moving industry forever, yet he's still only 44 years old. There can, therefore, only be one conclusion, he started young.

He got bitten by the moving bug in 1991 when he joined Pickfords as a management trainee then became a deputy branch manager. In 1993 he joined Arthur Pierre in Belgium, followed by Interdean in 1995. After a year working in Munich the company patriarch, Victor Bondarenko, sent him to work in Budapest for a couple of years. He was there for seventeen. Under Paul Evans' ownership of Interdean Mark became the company's director for central Europe. Still with Interdean/Santa Fe, he moved to

Switzerland in 2012, able to exploit his ability to speak French and German, where he ran the Swiss and Italian operations and dramatically developed the company's relocation services. Unfortunately, however, earlier this year Mark was made redundant as the company restructured its operations. For him, a new chapter was about to begin. He was to be reborn.

After a few months taking stock, Mark was offered a position with Packimpex in Switzerland. "I am absolutely over the moon to be working with Marcel [Jörg] and the team," he said. "It fits the profile I'm looking for perfectly and I really wanted to stay in Switzerland."

Despite his years of service with his previous company that came to an unexpected end, he has lost none of his

drive and enthusiasm. "It feels like I have got my second wind," he said, adding that he has a more educated enthusiasm nowadays. "I am more deliberate about what I go for. I'm not famous for holding back and I used to be excited about everything, but I am no longer interested in doing low-margin business."

What excited Mark in particular about his move to Packimpex is the company's approach to the digital age. "We have to ensure that our customers can have a good experience online. For example, how can people purchase mobility services such as home search and immigration, online through a web portal and how do we carry out those processes? How are we going to make the next generation buy products in the future? Of course

**INTERVIEW: MARK MUSS**

● Far left, Mark Muss on joining Packimpex recently, and above, during his time at Pickfords and Interdean, including getting pally with boss Victor Bondarenko.

**"This has been a way of life for me since the day I started. It has never been difficult for me to get up and go to work. I adore what I do."**

Mark Muss

disappear but the size of the market will shrink. I think a lot of the players will disappear and become subcontractors to the big companies who get the work. There are some companies that will not survive because they are too big to be subcontractors and they are not doing anything different. If they have overheads, staff and warehouses and are trying to compete with the guy who parks his truck in the street at night, it's never going to work for them."

Relocation too is experiencing a shake-up. Already many of the traditional relocation services are available online to some extent. But, according to Mark, it will be the way in which the multinationals view compliance for online services that is the limiting factor. "If the technology companies manage to deal with the compliance problem then online services could be very successful. But there will still be people who prefer face-to-face services. I do not think everything will be done online." He gives the example of travel agents that have not completely disappeared despite excellent online services; or hotels, that can provide booking services online but they still need a building and beds for the night. "In the same way, if you want to move you'll still need a mover. And there will always be some people who want a branded team to arrive at their front door."

After six months away, Mark is looking forward to getting back to interacting with the corporate accounts and the customers. "This has been a way of life for me since the day I started. It has never been difficult for me to get up and go to work. I adore what I do. Interdean was my life: it was devastating when I had to leave. So I am now really motivated to get back into the business and start living my life again the way I used to and make a contribution again."

In the 25 years since Mark took his first steps with Pickfords the industry has changed beyond recognition. However, it could be argued that the rate of change has never been faster. In the future the industry will need people who are on the cusp of technology: people who understand yesterday but embrace tomorrow. People like Mark Muss for example.

# REBORN

they might not be the same products that we have sold for the last 25 years."

He relishes the job of keeping up with technology but admits that it is "absolutely frightening". "If you are not educating yourself daily on what can be done you are out of the picture," he explained. "That's why I wanted to join Packimpex. Marcel has got some real vision about how we want to drive the business. For example you could buy a home-search online and pay with PayPal on a Saturday night. Not wait until Monday morning to talk to someone." Mark uses the example of [www.showaround.com](http://www.showaround.com) which is a site that will provide an orientation tour of any city in the world for £20/hour. "If you are not aware of that kind of thing you are out of the game."

However he understands his role as someone who has the benefit of experience. "When you are a little older you have to guide the younger people using your experience and skills to make the best of the new opportunities as they emerge."

**"I am more deliberate about what I go for. I'm not famous for holding back and I used to be excited about everything, but I am no longer interested in doing low-margin business."**

Mark Muss

Asked to gaze into his crystal ball to guess how the moving industry will develop in the future, Mark has some encouragement for the traditionalists – but not much. "I believe that there will still be a market for corporate international moving and relocation in the traditional manner. I don't think that will ever

**NEWS: INTERNATIONAL**

# 15 Spanish movers fined for price fixing

Spain's Justice System has fined 15 international moving companies a total of €4.09 million for market sharing (price fixing).

The National Commission for Markets and Competition (CNMC) fined the companies for operating a cartel over the last 15 years.

The movers provided international moving services for diplomats and officials from various ministries for mainly the Foreign Office, Defence (CNI, National Police and Civil Guard), Education (Cervantes Institute), Economics (Trade), Chairman, Labour, Agriculture and Environment, Industry and Tourism.

The companies that the regulator has imposed the highest fines are SIT Grupo Empresarial (over €1.5 million); Interdean (€693,905) – the company had its fine reduced by 30% (equivalent to €297,388) having provided evidence of infringement; The Vascongada (€83,700); and Mudanzas Flippers Internacional (€308,422).

The other companies fined are Caballero Moving (€191,841); Transferex (€190,733); AGS (€176,284); Hasenkamp Relocation Services Spain (€146,500); La



**"FIDI has reached out to the FIDI Affiliates involved in order to get further information on this matter, both on what has happened in the past and what actions they have taken..."**

Jesse van Sas

Toledana (€116,250); Mundivan (€83,721); Euromonde (€59,939); Sancho Ortega International (€52,499); Mudanzas Rumbo (€34,307); PROCOEX (€33,879); and Gil Stauffer Madrid (€12,747).

A report published in Spain claimed that CNMC had established that for over 15 years, various members of the cartel carried out their anticompetitive behaviour by means known as 'agreement amongst movers'. They were organised through business lunches and

dinner meetings, which were held regularly every year and which set prices and other commercial conditions for the business to be distributed and for sensitive information to be exchanged.

The CNMC considered that a market had taken place in which each company was assigned a percentage and the price for the work performed. It was reported that the cartel had increased prices of services provided to the state, which in some cases reached

profits of up to €12,000 per job. The extra costs were paid by the Spanish Public Administration. It was claimed that the companies also agreed by consensus what additional services to offer ministries, such as the number of free months of storage, maintenance services and pet transport.

The 15 companies involved included some FIDI members. Jesse van Sas, General Manager of FIDI, commented: "FIDI has reached out to the FIDI Affiliates involved in order to get further information on this matter, both on what has happened in the past and what actions they have taken, and/or will take, to eliminate such business practices, and to assure that they will not recur in the future. It is important to note that the Spanish Commission for Markets and Competition is an administrative body and not a court. We understand that many of the related movers will be appealing this case in a court of justice."

He continued: "FIDI will continue to monitor the situation and keep the membership informed of developments. FIDI is built on the principles of trust, integrity and the highest standards of behaviour. Compliance with the anti-competition laws and regulations is an intrinsic part of that trust and integrity, and these are built into our programmes and services. FIDI will continue to increase its efforts in this respect."

## Harsch, The Art of Moving Forward, acquires Transdem SA

Harsch The Art of Moving Forward, has announced its acquisition on 1 October of Lausanne-based Transdem SA.



● Blaise Jaccoud and Isabelle Harsch.

The acquisition will allow Harsch, which has been active in the Swiss Canton of Vaud since 1989, to become firmly established in the Lausanne region. Transdem, owned by the Jaccoud family, has been a leading player in

the transportation of works of art in Lausanne for more than 30 years.

Transdem will continue with its current structure and retain its staff. Blaise Jaccoud will also continue alongside the Harsch management team directed by

Isabelle Harsch. He sees this takeover as an opportunity for Transdem.

"Thanks to this purchase, Transdem will be able to compete in what has become a highly competitive moving business," he said. "We are lucky to be able to integrate with a group like Harsch, which has diversified into new services other than moving, while continuing to uphold the family values we both share."

The purchase of Transdem is the second investment Harsch has made under the leadership of its new CEO Isabelle Harsch and follows the acquisition of Schneider International - Moving Excellence in April 2015. "There can be no doubt that the moving

**"We are lucky to be able to integrate with a group like Harsch, which has diversified into new services other than moving..."**

Blaise Jaccoud

market is undergoing a period of consolidation," she said. "Many players are competing in an almost static market. I believe there will be more companies for sale in the future and thus further opportunities for our group to expand and increase market share."



● Alain Taieb speaking at The Gherkin.

## AGS launches Africa 54 at The Gherkin

On 29 September, Alain Taieb, Chairman of the AGS-Mobilitas Group, hosted the last of three events to celebrate the organisation's Africa 54 project on the spectacular top floor of The Gherkin, overlooking London.

**P**revious similar events had been held in Paris and Johannesburg, in total welcoming over 1,500 guests including dignitaries from every country on the African continent.

Alain explained that in 2016 AGS-Mobilitas Group had become the only privately owned company in the world to have operations in every African country. He said that Africa was a continent with a young population of over a billion people and an annual GDP of 5.5%. It was large enough to fit the whole of China, India, the USA and most of Europe within its boundaries.

Explaining the logic of expanding his company throughout Africa, Alain said that there is a growing middle class and there is not a product or service made or used today that cannot find its place in Africa. "The 21st century is clearly the African century," he said.

AGS-Mobilitas Group currently employs 4,325 people, 2,810 of whom are in Africa. It provides moving and relocation services to over 170,000 families and 7,000 corporate executives a year plus a range of business services such as archiving and scanning.

But Alain said that Africa needs millions of jobs to be created. "We want to put down deep roots for our activities in Africa and be asset heavy

with our own employees on our payroll," he said. He also explained that Africa 54 has taken a lot of time, energy and perseverance and required the company to employ and train hundreds of managers and employees.

**"We will use our knowledge of each African country to ensure sustainable growth that will generate wellbeing and jobs for African citizens ..."**

Alain Taieb

"We will use our knowledge of each African country to ensure sustainable growth that will generate wellbeing and jobs for African citizens," he said. "We are today in Africa but always think about tomorrow. This is the first page of the story. The following pages, even more beautiful to write, will be shared, we hope, by twice or three-times as many employees, who will join us thanks to our growth in the continent."

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**NEWS: INTERNATIONAL**

# Arpin Group chooses Dow Jones Risk and Compliance service

Arpin Group has contracted Dow Jones Risk and Compliance to enhance its anti-bribery, anti-corruption and third-party due diligence compliance screening and monitoring programme as the company grows its global supply chain.

**A**t Arpin, we have a duty to our clients to ensure that all of our supply chain partners are obeying local and international laws and regulations, as well as conducting their business in an ethical manner," said Bob Sullivan, Senior Vice President of Corporate Accounts for Arpin Group. "Dow Jones Risk and Compliance, with its worldwide resources, has developed a system that quickly and efficiently screens and monitors existing and potential new supply chain partners to identify legal, regulatory and reputational issues, which will help us continue to make informed decisions as we

**"Dow Jones Risk and Compliance ... has developed a system that quickly and efficiently screens and monitors existing and potential new supply chain partners ..."**

grow our global network. It will enable us to stay well ahead of our competitors in this area and we are very pleased to be working with such a trusted industry leader."

Arpin will use Dow Jones Risk and Compliance data to complement its existing regulatory compliance programme. This will allow Arpin

to provide an additional layer of risk protection for clients and partners, making the company one of the safest choices for transferees.

In addition, Arpin has formed a regulatory compliance division dedicated to managing all aspects of its Global Regulatory Compliance Programme, reporting directly to

Marco P Uriati, Chief Legal Officer and COO of Arpin Group, and the immediate past chairman, and current member, of the Legal Advisory Council of the American Moving and Storage Association. The mission of the division is to ensure that all Arpin supply chain partners are properly vetted and monitored to mitigate risk and ensure compliance with all applicable regulatory requirements.

In July, Arpin Van Lines was ranked the highest in customer satisfaction, according to the 22nd Annual Nationwide Relocating Employee Survey by independent research firm Trippel Survey & Research.

## AIReS introduces PuzzlePack<sup>SM</sup> and AIReSChatter<sup>SM</sup>

AIReS has recently announced two new pieces of technology designed to help clients: PuzzlePack<sup>SM</sup> and AIReSChatter<sup>SM</sup>.

**P**uzzlePack<sup>SM</sup> is a mobile puzzle game that's designed to engage the children of relocating families, but it is fun and challenging for kids of all ages. The game challenges the player to fill a moving truck quickly to earn the most points and move on to the next level (twenty levels in total). Players earn bonus points for answering the mid-level trivia correctly and will want to play again and again to earn the most points and all the rewards. PuzzlePack<sup>SM</sup> was designed by AIReS in conjunction with Sword

& Spirit Software and is available for download for free on Apple App Store for iOS and Google Play for Android.

AIReSChatter<sup>SM</sup> is a new client forum that allows corporate mobility professionals and AIReS' clients to share ideas and information with each other and allows them to ask and answer questions in an open forum. Additionally, the AIReS Consulting Services team will post key information from surveys, white papers, and articles of interest and benefit to clients.



## EUROMOVERS International

Worldwide Movers Alliance



**A friendly Network with a Family Spirit**

### EUROMOVERS International SA

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The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

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## EU pricing rules should be adopted worldwide says Global Shippers' Forum

New EU pricing rules for shippers that come into force in December should be adopted globally to increase price transparency and prevent uncompetitive behaviour, Global Shippers' Forum (GSF) told a conference in Asia last month.



● Alex Veitch.

**A**lex Veitch, GSF's Head of Policy, gave a presentation to the Global Liner Shipping Asia Conference in Singapore exploring competition issues in the maritime supply chain including megaships and alliances, the collapse of Hanjin and price signalling - the practice of announcing General Rate Increases.

The new legislation comes into force on 7 December following a three-year EU investigation.

Fourteen shipping lines have agreed to significantly change their pricing behaviour but Alex Veitch said the legislation didn't go far enough and should be adopted worldwide.

"If price signalling isn't a significant issue then there should be no problem adopting these rules globally, thereby eliminating any possibility of co-ordinated price increases. Pricing practices need to be completely revised worldwide to bring shipping in line with other modern business practices," he said.

Mr Veitch also said the growth of alliances was of concern as it had led to greater market concentration, with the top five liner companies accounting for almost 60% market share.

"GSF accepts that there are arguments in favour of vessel sharing agreements in terms of efficiency, but it's important to ensure that it is not at the expense of choice and diversity of service. The trend towards larger vessels has also had an impact through increased port costs due to the necessary infrastructure investment and the need to load and unload a large number of containers quickly," said Mr Veitch.

**"If price signalling isn't a significant issue then there should be no problem adopting these rules globally..."**

Alex Veitch

A new GSF policy paper due to be launched in November will give detailed analysis of the container shipping industry and explore pressures resulting from the 2008 financial crisis.

● For further information visit: [www.globalshippersforum.com](http://www.globalshippersforum.com).

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**COVER STORY: JAMVANS**

**Deputy Editor David Jordan visited Hemel Hempstead to meet two of the industry's youngest entrepreneurs.**

# GOING

**W**hile most young people leaving school with a string of A Levels would be looking forward to the distractions of student life and a world of academia, school friends Matt Williams and Justin Yates had other ideas. But then, Matt and Justin are definitely not most young people.

Justin had called *The Mover's* office and asked if we'd like to do a profile on his company, JamVans, and after hearing his story I was happy to oblige.

JamVans – an amalgamation of the partners' names – specialises in removals in and around London using Luton vans. Nothing unusual about that. But what is unusual is that Justin and Matt were only

18 years old when they started the company back in 2010.

As I sat in JamVans' office on an industrial estate near Hemel Hempstead, Justin and Matt explained how they got into the removals business. "My dad has been running a moving business since 1996 and I used to earn money at weekends washing the vans and generally helping

**COVER STORY: JAMVANS**

out," said Justin. "That gave me a feel for the business and it also gave me a taste of what it was like to earn money. As well as cleaning the trucks, I had my own car cleaning set-up. Several family friends would come around on a Sunday and chat to my parents while I cleaned their cars. I'd do two or three every week."

Matt also had an early introduction to

the world of commerce and demonstrated his entrepreneurial skills by buying sweets wholesale and selling them to other kids in the school playground. "I started by selling a bar of chocolate that I'd bought in the local newsagents for 20p for 40p and it all sort of mushroomed from there," said Matt. "I used to keep the stock in my *continues over*

Top right: Justin Yates  
and Matt Williams

**"My dad has been running a moving business since 1996 and I used to earn money at weekends washing the vans and generally helping out..."**

Justin Yates



## PROFILE: JAMVANS



*continued from previous page*

school locker but when I started buying wholesale from Costco there wasn't enough room, so I bought some of the other kids' lockers to gain extra storage space. I sold drinks as well, there was much more profit in those. Soon I was making about £30 a day." Not bad for a 14-year-old who started with just 20p!

Matt and Justin were both offered places at university and had saved around £4,000 each to go towards their tuition fees, but when the time came the lure of business was too strong and they decided to use the money they'd saved to buy a van and start their own removals company.

The pair pooled their university fees and bought an old Transit van. "The van cost £3,500 and we spent the rest refitting it, getting the correct insurances and launching a website," said Justin. "We took ads in the local paper and had 3,000 leaflets printed to stuff through doors – that gave us a lucky break."

"One of the leaflets went through the door of a manager at a well-known brush-makers in Hemel who needed components delivering to outworkers every morning and the completed brushes bringing back to the factory. The job paid all the basic overheads of the business

and was done by 9 o'clock in the morning, leaving the rest of the day to make a profit," said Justin.

**"We had proper goods in transit insurance right from the start and all the cash went through the books. We had a machine for credit card payments and we were VAT registered."**

Matt Williams

Although they were only a one van operation, Matt and Justin were determined to make a success of their venture and insisted on everything being done by the book. "We had proper goods in transit insurance right from the start and all the cash went through the books," said Matt. "We had a machine for credit card payments and we were VAT registered."

By 2012 the fleet had grown to three vehicles and a 'niche' market was

developing for work in central London. "We started buying leads from price comparison sites and found that because of our smaller vans and being based just outside the M25, we were very competitive," said Justin. "A lot of our customers are young professionals and although they tend not to have a lot of stuff, what they do have is often expensive so they want a professional service. We like to compare ourselves as the John Lewis of removals, offering a quality moving service, without compromise."

JamVans now employs 18 people, operates nine Luton vans and has recently become a member of BAR. A remarkable achievement in such a short time. The young entrepreneurs' next milestone will be to buy - not rent - their own warehouse, probably in the main industrial estate in Hemel Hempstead. "We've already talked to our bankers about a commercial mortgage and we're hoping to move within the next 18 months," said Justin. "At the moment we rent a lot of storage space from other movers, but as the business expands it makes sense to buy our own."

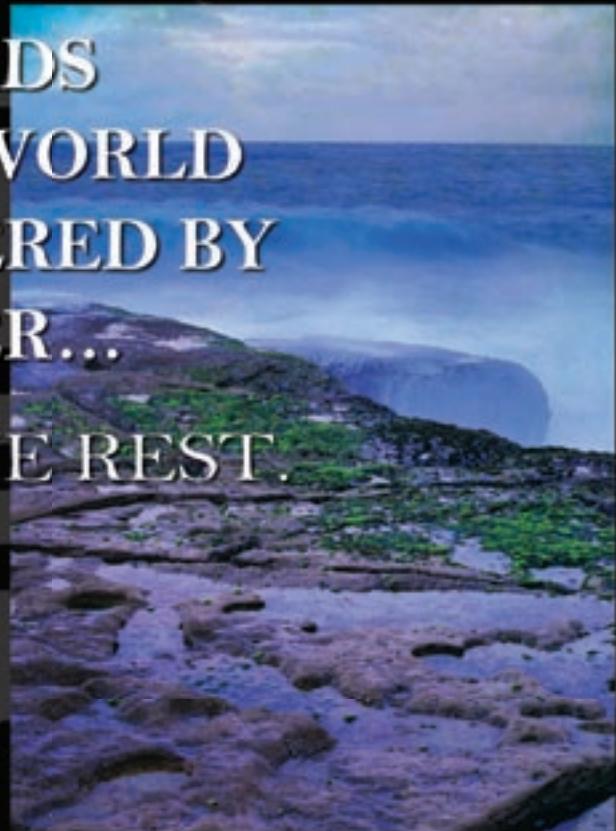
Justin and Matt are exceptional young men with sharp business acumen that belies their years. Two rising stars of the future.

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**NEWS: INTERNATIONAL**

# EUROMOVERS International movers takes action to combat ransomware attacks

EUROMOVERS International, the global network of international moving companies, has issued advice to its members following a sharp increase in ransomware attacks across Europe.



● All businesses are vulnerable to the threat of ransomware.

**R**ansomware is a malware programme used by criminals to extort money from computer users, often resulting in valuable data being progressively removed until a ransom is paid. Users are cleverly duped into clicking on an infected pop-up advertisement, often from a bogus antivirus supplier, or by opening an infected zip file or website link.

EUROMOVERS' General Manager, Thomas Juchum said, "All businesses, however large or small, are vulnerable to this relatively new cyber threat and with over 100 members across 30 countries, we want to make sure everything possible is being done to prevent these potentially devastating attacks. Our business is international removals and our clients need to know they can rely on our systems for the security of their shipments. That's why we are taking this new threat so seriously."

EUROMOVERS has formed a certified information security (IS) forum consisting of IS managers from member companies to advise the group on cyber security matters.

Among the recommendations, members have been urged to make sure their Windows operating



**"... with over 100 members across 30 countries, we want to make sure everything possible is being done to prevent these potentially devastating attacks."**

Thomas Juchum

system is kept up to date and that no software updates have been missed. The forum also recommends the installation of protection products such as Malwarebytes Anti-Malware, for malware search and destroy

and Malwarebytes Anti-Exploit Premium, for prevention against malware infection.

Frequent changes of passwords containing at least eight digits in both upper and lower case and the use of the two-time-authentication method using login and password, plus an additional security element via text messaging for Internet accounts are also recommended.

The forum stresses to members the importance of keeping back-ups using external hard drives and the need to make sure they are disconnected immediately after use to avoid a possible virus attack. Regular testing of back-up systems is of course essential.

Perhaps most importantly, staff at EUROMOVERS member companies have been made aware of the existence of ransomware, the threat it poses to the business, and the need to consult their supervisor if they are unsure about the validity of a file or website they are about to open.

The EUROMOVERS IS forum will be continually monitoring the situation regarding ransomware and other cyber threats to ensure member companies and their customers are protected.



● Agata Paciora (left), IOR Director of Language Training and Kendra Mirasol, President of IOR Global Services.

## IOR rewarded for corporate responsibility

IOR Global Services has recently been presented with the NEI Global Relocation's Corporate Responsibility Award.

The presentation was made at the NEI's 2016 Global Partner Alliance Summit in Omaha in September. The award recognises IOR for its community service and philanthropic work with RefugeeOne, a non-profit agency providing resettlement opportunities to those fleeing war, terror and persecution.

IOR organised two charitable drives to collect needed clothing, essentials and school supplies for families. In addition, several employees joined more than 450 guests at RefugeeOne's annual gala, helping to raise over US\$280,000. "IOR has always had strong commitment to giving back to the community, working to ease the anxieties that can come with an international move," said Kendra Mirasol, IOR President. "RefugeeOne has similar objectives but for a very different clientele. It's rewarding to see how IOR's team, led by Amy Rudnick, Intercultural Programme Manager, is so generous and passionate to help those in need. Thank you to NEI for recognising IOR's efforts."

## Graebel becomes a signatory member of the UNGC

Graebel Relocation was recently named a signatory member of the United Nations Global Compact (UNG), the world's largest corporate citizenship and sustainability initiative.



**United Nations Global Compact**

**C**ompanies that have signed the United Nations Global Compact are expected to align their operations and strategies with ten universally-accepted principles in the areas of human rights, labour, the environment and anti-corruption. By doing so, business, as a primary driver of globalisation, can help ensure that markets, commerce, technology, and finance advance in ways that benefit economies and societies everywhere.

"We are very proud of Graebel's CSR programme and activities," said Bill Graebel, Chief Executive Officer. "We determined that the UN Global Compact is an ideal initiative to unify our worldwide support for progressive human rights, labour, environmental and anti-corruption actions. In the area of human rights and labour we have identified being the 'Employer of Choice' as one of our critical company objectives. Further, as we have expanded globally we have updated many of the company's and supply chain policies and procedures to meet and exceed local requirements and to aggressively support our commitment to fair labour practices, freedom of association and to abolish child labour. We will use our ISO

14001 environmental programme to support the UN Global Compact environment principles. Over the last years we have strengthened our anti-bribery programmes and have conducted internal and external training. Graebel has many robust programmes in place and will use the UN Global Compact annual 'Communication on Progress' to document these programmes, identify areas for improvement and to establish metrics to measure our results".



**"In the area of human rights and labour we have identified being the 'Employer of Choice' as one of our critical company objectives."**

Bill Graebel

### The Ten Principles of the UN Global Compact

#### Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.
- Principle 2: Make sure that they are not complicit in human rights abuses.

#### Labour

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4: The elimination of all forms of forced and compulsory labour.
- Principle 5: The effective abolition of child labour.
- Principle 6: The elimination of discrimination in respect of employment and occupation.

#### Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges.
- Principle 8: Undertake initiatives to promote greater environmental responsibility.
- Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

#### Anti-Corruption

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

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## RELOCATION: THE TRAILING SPOUSE



## Challenges of a trailing spouse

The moment you get asked to help a family relocate you do your best to support them and make the move as smooth as possible. In that process it is easy to forget what challenges the trailing spouse is facing. Nicola Meier provides guidance to help you help your assignees.

**H**ere are three things you should know when trying to help your assignees:

First: did you consider that many times - even if the client said yes - the spouse has not made that decision to relocate? It might be the best decision for the family but the spouse has to make it work for themselves as well. That does not come automatically. The spouse had to give up their career, prepare the move and then ensure the settling of the family - nowhere is any priority on the one who is following. It is about the family and the executive with a job.

Second: did you think about what happens when the relocation service stops? After three months the settling in is more or less finished. The spouse knows the way around and has supported the kids to find their way too. Suddenly there is free time available, but no friends and no idea what possibilities lie ahead. This is a critical time that decides if this assignment

will be successful or not. If there is no support in helping the spouse to make that essential mindshift of seeing the possibilities and taking charge, the danger is that they will stay in a mode of 'no choice'. Then the spouse cannot support the executive and is unable to show the kids how to cope with change. And even if the mindshift is achieved it is hard to define the new direction of life without support.

Third: do not expect someone who has already moved several times to be different. Every move brings other circumstances and challenges.

What should you do? You should raise any concerns you have for the spouse with HR and offer additional support by a specialised coach for expatriates after the relocation service stops.

The first step is to prepare your clients for this time. Tell them about the key questions that may arise in the next months. Point out the importance of them

managing the turnaround to be able to support their children in the process. If the parents are not coping well how will they be able to be a role model for their kids?

Then give them two options:  
One: start right now with a coach you provide as an additional service. This coach can help them define their new direction and help align their steps accordingly right from the start. The spouse loses no time and is left after three months with a feeling of success and progress instead of feeling lost.  
Two: offer to be there for them when they face the first downsides - leaving them already ready with the information about a programme and steps they can take. The assignee will be aware of potential setbacks and know where to go for help.

By pointing out the challenges in advance and already preparing a solution for your assignees you can extend your relationship with them, gain credibility

**RELOCATION: THE TRAILING SPOUSE**

**The biggest challenge in this process is to shift the mindset from someone who has no choice to someone who is in charge of life and can give it direction.**

and leave them with a positive feeling and not one of being overwhelmed.

The biggest challenge in this process is to shift the mindset from someone who has no choice to someone who is in charge of life and can give it direction. Coaching is doing that by giving the assignee the confidence that they can do it – helping them to find their own way.

● To find out more about Nicola's 7-Step Re-Start Process, e-mail her at: [nicolameier@inspiredexpatcoaching.com](mailto:nicolameier@inspiredexpatcoaching.com).

## Caged, neglected and in torment. Please help.



When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m<sup>2</sup> cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

Monti is now recovering at our bear sanctuary in Belitsa, Bulgaria, but we know that more bears like him are suffering today. FOUR PAWS is a leading force in global animal welfare issues and is committed to taking action against all forms of animal cruelty. Will you give us the urgent help we need to rescue more bears like Monti and put an end to their torment?



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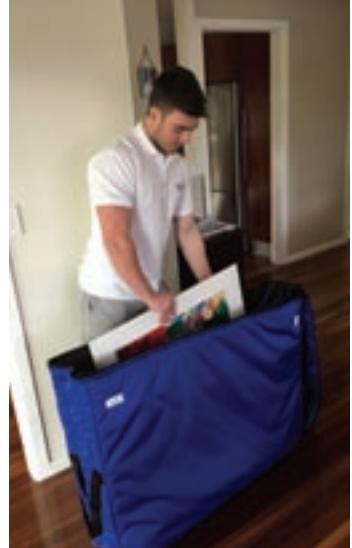
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**[www.four-paws.org.uk](http://www.four-paws.org.uk)**

**NEWS: INTERNATIONAL**

• Riyad Alexander, International Manager; Peter Gawthrop, QSS; Kieran O'Hara, General Manager; Greg Palmer, Managing Director.



## Bringing the best of Britain and Europe down-under

How Kieran O'Hara of Palmers in Australia benefitted from the 2016 conference season.

**B**usiness travel is more than just handshakes and business meetings. It should be about learning, understanding and the expansion of ideas. Andre Gide the French author and Nobel prize winner for literature once said, "Man cannot discover new oceans unless he has the courage to lose sight of the shore." For Palmers Relocations of Sydney Australia, there was certainly a lot of ocean to view during their first attendance at the BAR conference in London followed by the EUROMOVERS 2016 conference in Helsinki, Finland.

It was Kieran O'Hara, General Manager, who made the European trip. Kieran quickly took to the task

**While travelling, Kieran also met TransPak, a provider of materials for local moving. TransPak now provides prefabricated moving blankets to Palmers.**

of understanding the needs, business practices and developments of the UK and European market. The goal: to take something beneficial back home. And so he did – it was Peter Gawthrop of QSS (Quality Service Standards Ltd) the UK-based subsidiary of BAR specialising in providing affordable audit and certification services for the moving and storage industry.

After discussing his intentions

with Chris Waymouth, Chief Executive, QSS, and Peter, a plan was quickly hatched to become the first Australian provider to achieve BS 8564 British overseas removal standards. This was successfully implemented in early August with the view to expand on this with further Standard approvals next year.

"This means a lot to both our customers and our business

partners," explained Kieran. "It enables both ourselves and our UK and Europe-based partners to provide the transferee with the assurance that they will receive the same standard of quality and care at both ends of the move."

While travelling, Kieran also met TransPak, a provider of materials for local moving. TransPak now provides prefabricated moving blankets to Palmers. This allows the company to safely and effectively wrap and load furnishings, minimizing the risk of damage and providing long-term cost savings. Where previously the service standard was to have two movers bringing out the goods to the truck whilst a third man would wrap, stack and load the truck, now all three movers utilise the pre-fabricated wraps to cover furnishings in the home. This ensures customers' possessions, as well as door trimmings and walls, are protected both in the home and in the truck.

*The Mover* has frequently championed the benefits of attending international conferences that provide the opportunity to learn new ideas and make valuable contacts. Kieran's experiences this year clearly demonstrate the wisdom of this approach.

### move ware

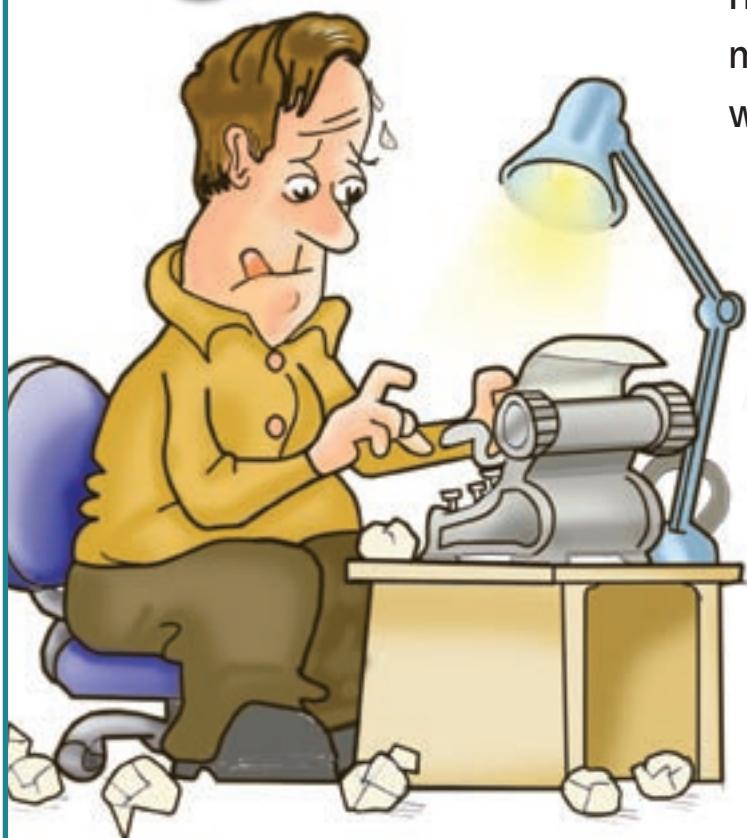
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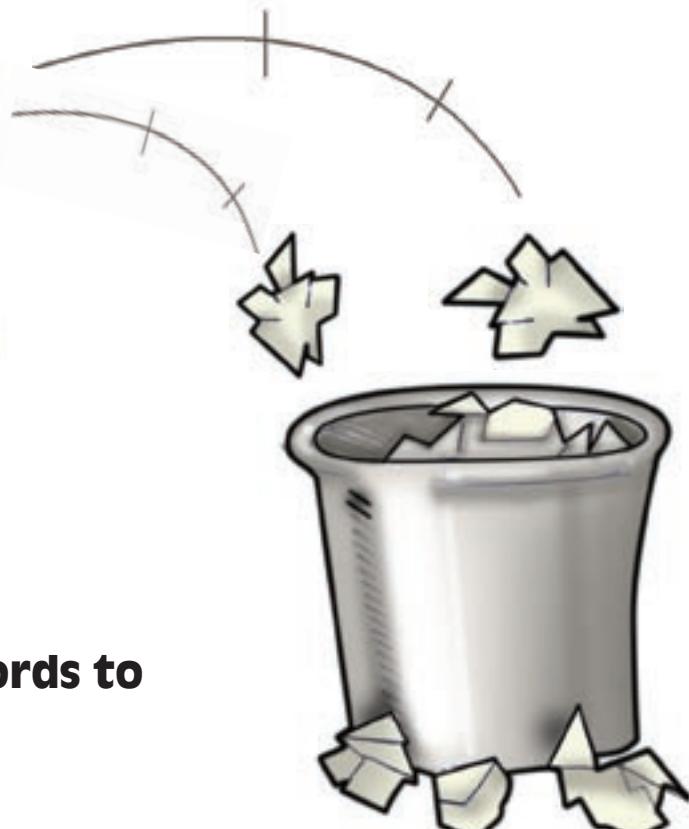


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## TRANSPORT: FUEL CARDS



● The right fuel card can save fleet operators time and money.

## Take a closer look at fuel cards

Fuel Card Services Ltd urges fleet operators to take a closer look at the benefits of using fuel cards for petrol and diesel.

**T**aking a closer look at fuel cards should reveal that they have much more to offer fleet managers than savings on diesel and petrol.

The whole point of finding the right fuel card, however, is to save money and time. No other way of buying fuel offers the advantages of fuel cards.

With commercial rate fuel cards, you always know in advance exactly how much your fuel will cost, regardless of where a driver fills up, and the price is typically up to 4p per litre less than the national average pump price. Your fixed

price applies at thousands of filling stations nationwide, from city centres to rural back roads. It even applies to motorway service stations, where the saving is up to 10p per litre. You refuel now and pay later, with the interval between refuelling and being invoiced meaning anywhere up to two weeks of interest-free credit.

You only pay for the fuel, with no transaction charges or other hidden extras. On top of the cost savings, you save hours of administration time, with paperwork being eliminated. One single weekly invoice covers all refuelling, itemised across the whole fleet, and is paid automatically by direct debit. There are no receipts to collect and process, no individual statements to reconcile. Reclaiming the VAT is simple and fast.

Add in the benefits of leading-edge security, 24/7 account access, customised on-demand reports and the advantages of having your own dedicated account manager, rather than having to queue for a random, anonymous call centre operator. Then, consider the value of having fuel cards chosen from a range that covers every major brand, independents and even supermarkets. There is real peace of mind in knowing that you receive expert advice from somebody independent,

**With commercial rate fuel cards, you always know in advance exactly how much your fuel will cost, regardless of where a driver fills up ...**

with no need to steer you towards any particular solution.

All of this, though, is only the beginning. The same impartial experts can help with guidance and services that go well beyond refuelling. With the right fuel card, from the right supplier, you can look forward to shortening journeys, monitoring and reducing fleet emissions, improving fuel consumption and cutting service and repair bills. One of the major benefits is the help available in meeting your duty of care obligations. That means not just compliance with the law, but fewer and less costly accidents.

Take a closer look at fuel cards and, with the right supplier, you can be taking a closer look at much more than fuel cost savings: [www.look-closer.co.uk](http://www.look-closer.co.uk).



# HELP KEEP CHILDREN SAFE LEARN THE UNDERWEAR RULE

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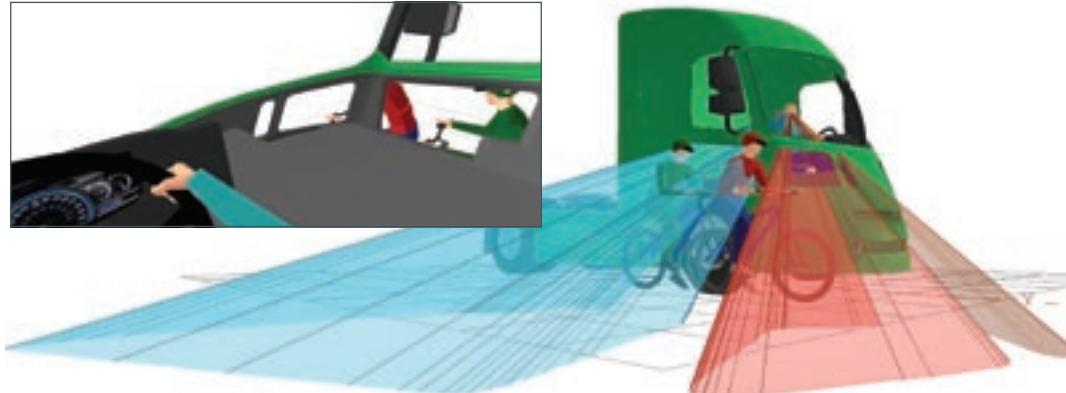
SPEAK UP, SOMEONE  
CAN HELP



## NEWS: ON THE ROAD

# London Mayor's five-star safety plan

The 'five-star truck safety plan', announced by the Mayor of London at the beginning of October, has been described as a much more targeted approach and a step in the right direction by the Freight Transport Association (FTA), but the organisation also said industry will need time to adapt.



● Sadiq Khan's plan encourages the use of lorry cabs with greater driver visibility, such as this design developed by Loughborough University's Design School.

**S**adiq Khan revealed Transport for London's (TfL's) Direct Vision Standard uses a star rating from 0 to 5 to rate HGVs, based on the level of vision the driver has directly from the cab. According to the plan, HGVs that are zero star-rated will be removed from London's roads by 2020 and only those meeting three stars or above will be allowed on the capital's roads by 2024.

FTA called for reasonable lead times, highlighting the need to allow freight operators to plan their



**"The Mayor's proposed plan is a much more targeted approach which we welcome. Improving direct vision is in principle a good idea."**

Natalie Chapman

fleets to comply with any new requirements. The Association had contributed to the proposed plans outlining the efforts of freight and

logistics operators to improve safety of their vehicles and for other road users.

Natalie Chapman, FTA Head of

Policy London said, "The Mayor's proposed plan is a much more targeted approach which we welcome. Improving direct vision is in principle a good idea. FTA has been advising members to purchase vehicles with improved direct vision for several years - they should continue to do this, as this can only help. But it would be wrong to think of this as some kind of a silver bullet - research suggests that in some incidents involving lorries and cyclists, this may not help."

"Safety is a key priority for FTA members, many have already made major improvements to their vehicles and introduced advanced driver training. But it should be remembered that for some operators – particularly small businesses – these proposals will be a significant challenge. Industry needs time to adapt and reassurance that the investments that have already been made – for example in sensors and camera technology recommended by TfL – will be taken into account."

The FTA has been calling for solutions to be evidence-based to ensure that investment by companies result in outcomes which actually improve road safety.

Ms Chapman concluded, "Vehicle design is just one part of the solution. Ultimately all road users have a role to play in improving road safety. Better awareness, training and behaviour is needed on all sides to make our roads as safe as they can be. The FTA will continue to work with TfL and the Mayor's Office on the detail of these proposals to ensure that there is a balanced outcome that works for all."

# Need for decent driver facilities recognised by UK government

A debate on the need for decent parking facilities for lorry drivers held recently in the House of Commons, has been applauded by the Freight Transport Association.

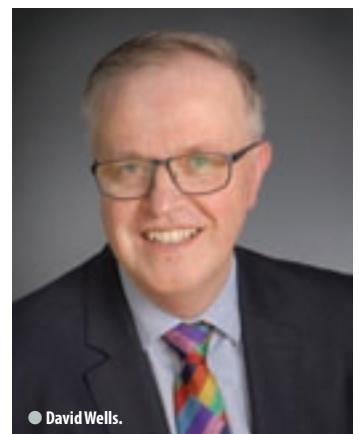
In particular was the recognition by the Minister of State for Transport who called for the provision of suitable areas for drivers to stop. Rt Hon John Hayes MP, described the lack of HGV parking facilities as "a national problem that requires the government, local authorities and industry to work together". The Minister announced that he will be setting up a roundtable on the HGV parking problem to include truck stop operators and the freight industry.

Responding to the discussion, FTA's Chief Executive, David Wells has written to the Minister outlining the importance of provision of suitable parking facilities for lorry drivers. "This is a key issue for FTA members who believe the lack of suitable places to take their rests and breaks is contributing to the ongoing shortage of drivers,

making it more difficult to attract new entrants to the industry," he said.

"Decent parking facilities providing basic needs for lorry drivers are vital," he continued. "HGV drivers are legally required to take regular rest breaks. There are insufficient truck stops located where they need them, and even where they do exist availability of spaces can be a problem. It is important to recognise driver preference for lorry parking facilities which provide basic needs together with security on site, so that they can feel comfortable and safe."

FTA previously welcomed recent provisions in lorry parking, but stated that there are still significant gaps on the UK road network where there are simply not enough areas for drivers to take their breaks.



● David Wells.

# Move4U Uber-izes the moving industry

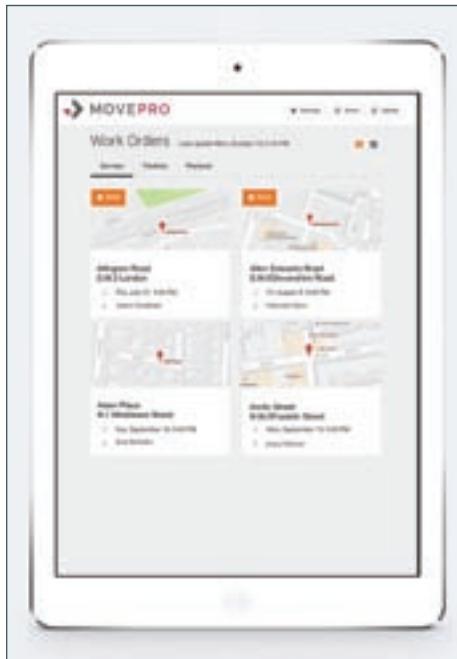
Move4U has recently launched a new cloud-based software that the company claims helps movers to create error-free quotes, manage their businesses better and helps with accurate claims handling.

**M**ovePro includes a suite of products designed especially for end-users, surveyors, packers, claim handlers and underwriters. All the products are connected into the Move4U MoveCloud allowing information to be collected, filed, reviewed and passed on, as required, 24/7.

MovePro enables movers to accurately manage client data from inspection right through the entire packing and unpacking process. It is also integrated into legacy systems such as RedSky. It consists of three modules: SurveyPro, PackInPro and PackoutPro that work seamlessly together in a chain, passing information from one to the other, but can also be used stand-alone to create more flexibility.

After the survey, information is directly available to create a quotation and can be passed on to the packing crew through the PackinPro module.

The company says that MovePro offers a range of benefits to users including 100% accuracy, multi-language interfaces, more efficient job management and the elimination of damage discussions due to time-stamped survey



photographs saved in the MoveCloud. The system also allows reports to be created based on the compiled client data such as damage trends, subcontractor performance and volume estimation variances.

Mr Joggie Taute, CEO of Move4U said that these reports help users to manage their moving companies better. "For example, analysis options include the ability to compare the efficiency of various pack in and pack out teams, and trends in claims from country to country, etc.," he explained. "Also our multilingual input and output screens are clear, intuitive and excellent for international moves."

"In combination with our ClaimApp application, the photos, bar coding and packing information can be matched with the PackIn module information stored in the MoveCloud to, in many cases, quickly prove or disprove damage claims," said Joggie.

● MovePro includes products that are all connected into the Move4U MoveCloud and are designed for end-users, surveyors, packers, claim handlers and underwriters.

## We're Recruiting: What's your next move?

**The Doree Bonner International Group is one of the UK's leading removal companies. We specialise in International and domestic removals, commercial and office relocation and storage.**

### SALES CONSULTANTS (Domestic) – Dartford, Kent

**Salary £20 - £25k according to experience, commission scheme and company car.**

We are looking for a Domestic Sales Consultant to be based out of our head office in Dartford, covering the surrounding areas of Kent, Surrey & Sussex.

The role is to sell our domestic moving products and will involve visiting our clients in their homes.

#### Responsibilities to include:

- Financial performance
- Sales Conversion
- Volume Estimation of customers furniture and effects
- Promoting and developing brand values

This is also an excellent opportunity for the successful applicants to contribute to the smooth running and future development of the branch.

Whilst experience in the removals industry would be an advantage, applicants with a strong sales background will be considered and full training given.

#### We are looking for applicants who can offer:

- Proven Sales performance
- Ability to close a sale
- Good interpersonal and presentation skills
- Highly motivated with a flexible attitude
- Able to work on own initiative but also as part of a team

This is a superb opportunity for the right individual to join an organisation where future career prospects are genuinely outstanding.

### EXPORT/IMPORT ADMINISTRATOR Dartford, Kent

**Salary circa £16 – £22K**

We require an Administrator to join our busy International team. This is an excellent opportunity for the right candidate to contribute to the smooth running of the department, with excellent career progression opportunities.

Full on job training, as part of our mentor programme will be given to the successful candidate. This training will take place over a 6-12 month period to provide you will all necessary skills to succeed and excel within the company.

As this position involves a long period of training, a willingness and ambition to learn is essential.

#### Duties will include:

- Organising Export shipments by sea and air-freight
- Dealing with shipping companies
- Dealing with shipping documentation
- Liaising with all branches within the Group
- Providing relief cover for Import Administration
- Experience and skills required

#### Previous office administration or data inputting.

- Familiarity with an office environment
- Basic IT skills
- Attention to detail
- Excellent numeracy and literacy
- Ability to work under own supervision & as part of a team
- Ability to work to short deadlines
- Ability to prioritise own workload

This is an excellent opportunity for the right candidate and salary/package will reflect the successful applicant's experience.

Days/hours of work: Full Time - Monday to Thursday, 8.30am to 5.30pm, Friday 8.30am to 5.00pm. This position is available immediately

### EXPERIENCED TELESALES PERSON Dartford, Kent

**Salary will be dependent on experience and hours worked.**

We require an experienced Telesales Person to join our busy team. This role involves qualifying International leads and enquiries from many different sources.

#### The main duties include:

- Contacting clients and discussing their relocation requirements and providing advice
- The preparation of quotations for smaller shipments
- Arranging home visits for our International Surveyors

#### Experience and skills required:

- International Removals knowledge
- IT Skills
- Attention to detail
- Excellent numeracy and literacy
- Ability to work under own supervision
- Ability to prioritise own workload

The successful applicant must be sales focused and hungry to earn. We can offer flexible hours; the position may suit full time, job share or part timers. A commission scheme will be included.

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## NEWS: PRODUCT

# Meet MAIA, global mobility's first intelligent chatbot

MoveAssist International has created MAIA, the first intelligent chatbot designed to make life easier for employees on assignment and the in-house mobility teams that assist them.



● MAIA's 'brain' allows her to provide employees with detailed answers to their questions.

**MAIA uses Natural Language Processing (NLP) to 'understand' requests and queries from humans and then formulates a correct response.**

Like Siri (software on Apple devices that lets you use your voice to send messages, make calls, set reminders, etc.), MAIA (pronounced 'My-ah') is a computer programme designed to simulate conversations with human users. MAIA uses Natural Language Processing (NLP) to 'understand' requests and queries from humans and then formulates a correct response.

Requests and responses can be delivered by text or voice on mobile devices and desktops.

With the current technology trend for utilising artificial intelligence (AI) and the rise in popularity of 'messaging' systems, chatbots are becoming the norm in many industries.

What makes MAIA different however is her 'brain'. MAIA works in partnership with MoveAssist's flagship product mai-assignment and as a result can access all the information related to a company's employees and their assignments. MAIA can therefore provide detailed answers to employee questions and can take meaningful, helpful action

on behalf of a global mobility team.

Employees can message MAIA as they would their friends, using natural language, as MAIA understands slang and even 'text speak'. If an employee on assignment asks "Where's my stuff?" MAIA will instantly answer with details of when their household goods are likely to arrive at their new home. MAIA can then put the employee directly in touch with the contact at the moving company, either by phone or e-mail.

MAIA is available to employees on a 24/7/365 basis allowing them to get the information they need when they need it. For example, an employee can ask about schools in Dubai and MAIA will retrieve the relevant information from the 'library' of information held within mai-assignment. To ensure that only accurate and relevant information is shown to the employee, the mobility team can control the data that MAIA provides.

As well as employees on assignment, both HR and mobility specialists can benefit from MAIA's knowledge – for example, asking MAIA "How many assignees do we

have in Brazil?" will instantly return an answer.

MAIA also has the ability to learn and will, over time, develop more personalised relationships as the knowledge base increases, making the chatbot key to improving the employee experience.

For any company with a large mobile population or with employees spread across different time zones, MAIA provides a consistent, always-on support facility with up to date and relevant information. While a chatbot will never replace the personal touch, MAIA can lighten the load on the mobility team and free up time by handling everyday requests and dramatically reducing the number of e-mails sent and received - time that can be better spent in developing a more strategic approach to mobility and improving ROI.

MAIA is a new and exciting addition to mai-assignment making employee relocation, on-boarding, on-going assignment management and repatriation easier and more efficient for all involved.

MoveAssist International is a past winner of an EMMA Award for 'Most Innovative Use of Technology in Global Mobility', a Re:Locate Award for 'Technological Innovation in Relocation' and has been shortlisted for this year's EMMAAs in the 'Most Innovative Use of Technology in Global Mobility' category.

# Pickfords' John Hooper retires after 40 years of business moves

Last year, after more than 40 years in the moving business John Hooper, Business Moving Technical Sales Manager for Pickfords, decided to retire.

**J**ohn spent over 35 years at Pickfords, starting at 17 as a junior porter/packer before joining GBN in Leyton East London in the mid 1970s where he progressed to the position of sales estimator.

"I recall a particular business move survey for the satellite manufacturer Inmarsat where five or six companies were invited to survey the job together," said John. "I was very much the new kid on the block, but I can remember to this day some of the giants of the industry being there, these included Roy Wilson from Pickfords, Bill Carter of Bullens, Jack Freeman from Vanguard and Len Poole from Bishops. I was lucky enough to secure the job which gave me the confidence to go on and secure as many of the biggest and most high profile commercial moves as possible."

After four successful years at GBN John received a phone call from Julian Dargaval at Pickfords offering him a position as sales manager for business moving. "It was not a difficult decision to make especially as the MD Dennis Oliver had agreed to my request for an automatic company car, something unheard of in those days," said John.

In 1980 Pickfords was de-nationalised, and a management buyout took place under the NFC banner. The staff were encouraged to buy shares at £1 each even if it meant re-mortgaging their houses.

"Unfortunately we had just taken out a mortgage at 15.5% and our first child was on the way. Eventually we managed to buy 200 shares with the use of a company loan, these were sold a few years later for £4,400, we can only dream of where we might be if we had been able to buy say 5,000 shares as many of the staff at that time did," said John.

The 1980s and early 90s were a boom period for business moving, especially in London and the South East. While previous major players such as Bullens, Vanguard, Evan Cook and Alfred Bishop were eventually sold or merged, many of today's foremost specialist commercial moving companies such as Premier, Harrow Green and Business Moves developed and grew during that period.

It was a time that saw the first glut of major law firm mergers, Lovells, Freshfields, Pennington's, Herbert Smith and Ashurst, Morris Crisp were all major moves John handled. It also coincided with the exodus from Fleet Street of the major newspapers. "I remember managing huge relocations for *The Mail*, *The Telegraph*, The Press Association and *The Financial Times*," said John. "I also secured the first move into the Tower at Canary Wharf and during the move I took the lift to the empty penthouse for the view. Unfortunately all I could see from the 40th floor was the sky above and the clouds below."

Some of the largest moves during this 'boom' period were for government departments that were moving many thousands of staff out of London as well as within the capital. John's successes included, The Inland Revenue to Nottingham, MAFF to York, National Statistics to Norwich, AEA to Oxford, plus the Dept of Education, ODA, Customs & Excise and The Treasury all to new HQs in London.

Pickfords began to focus on more specialised sectors of business moving such as hospitals, schools and laboratories. "I secured what was then the largest hospital move to a new facility ever undertaken in the UK," said John. "This involved the relocation of dozens of



● John Hooper.

departments for the Westminster Hospital Group NHS Trust from various London locations to new premises in Fulham Road. This was soon followed by many more major hospital relocations including Guys & Thomas's, St Marks, Southend, Edgware & Barnet, Dartford & Gravesham, St Georges, Kings College, West Middlesex, Tonbridge Wells, Northwick Park & Central Middlesex."

"When I came into the industry all those years ago the general perception of removal companies by many clients and their agents was low," said John. "As most of us know, it is difficult for any one person to change an entire culture overnight, however, throughout my career at Pickfords I tried to focus on quality and service. I have striven like many of my colleagues over the years to raise the image of business moving in every way possible in the belief that we all now provide a dedicated professional package of services to our clients, not just vans and men."

**"As most of us know, it is difficult for any one person to change an entire culture overnight, however, throughout my career at Pickfords I tried to focus on quality and service. I have striven like many of my colleagues over the years to raise the image of business moving in every way possible ..."**

John Hooper

**NEWS: PEOPLE**

● Simon Hood and Noel Briscoe.

## Simon Hood promoted at John Mason

John Mason International has appointed Simon Hood to its executive board, as sales and marketing director.

**S**imon joined the company in 2009 and the company says he has been successful in raising the firm's profile within the industry, in the wider relocation fraternity, and among consumers.

**"This is a fantastic opportunity - and I'm looking forward to some challenging but enjoyable and exciting times ahead..."**

Simon Hood

Simon has worked within the global mobility industry for eight years and has been recognised for his skills, expertise and achievements on several occasions during that time. Most recently, he was named in the top ten of the Best Global Moving Rising Star of the Year category, in the International Mobility

Convention's Achievement in Mobility Awards.

"This is a very exciting time here and we are thrilled to be welcoming Simon to the executive board," said Noel Briscoe, Chief Operating Officer at John Mason International. "Our team is world-renowned for the high quality services and support it provides to those wishing to up roots and move to pastures new. Simon's enthusiasm, innovation, fresh outlook and creative strengths will further enhance our reputation as leaders in this field."

"I'm flattered to be asked to take on a more senior role at this long-established and ambitious company," said Simon Hood. "This is a fantastic opportunity and I'm looking forward to some challenging but enjoyable and exciting times ahead at John Mason International over the coming months and years. The industry is undergoing a large amount of change brought about by new regulations and growing technology. John Mason has an excellent reputation within the industry and I'm looking forward to ensuring this, whilst we continue to see the company grow."

## Arpin Group appoints Marco Uriati as Chief Operating Officer

Arpin Group has appointed its chief legal officer, Marco P Uriati, to the position of chief operating officer. He will retain both titles.

**M**arco has served as chief legal officer since 2014, as general counsel since 2007, and previously as outside legal counsel, beginning in 1999. In addition to his role as COO, Marco is the current chairman of the Arpin Group management committee.

"Marco's diverse professional background and long history with Arpin Group make him uniquely suited to assume his new position as COO," said David Arpin, President and CEO of Arpin Group. "Marco is an accomplished, results-driven person. He possesses a wealth of industry knowledge and experience in the areas of operations, strategic planning, risk management and, of course, the law. We are especially pleased to have such a sharp and devoted individual as Marco on our executive team."

Marco Uriati is the immediate past chairman, and current member, of the Legal Advisory Council of the American Moving and Storage Association. Before joining Arpin in February 2007, he enjoyed a successful private practice as a

shareholder of the venerable Rhode Island firm of Roberts, Carroll, Feldstein & Peirce. During that time, he practiced in both the corporate and litigation arenas. His areas of practice included transportation law, business law, complex civil litigation, commercial real estate law, public affairs and insurance law.



● Marco Uriati.

## Warwick Woodley joins Asian Express in Hong Kong



● Warwick Woodley.

**A**sian Express International Movers Ltd has announced the appointment of Warwick Woodley to the position of general manager in Hong Kong (Southern

China). Warwick previously spent 30 years as general manager at New Zealand Van Lines. Warwick had decided to move offshore to extend his experience, and a chance discussion with Andy Mak of Asian Express led to mutual agreement and a decision to join the company in early October 2016.

This follows the previous appointments of Benoit Morel as general manager in Shanghai (Central China) and Chad Forrest as general manager in Beijing (Northern China) to form the senior expat management team at Asian Express.



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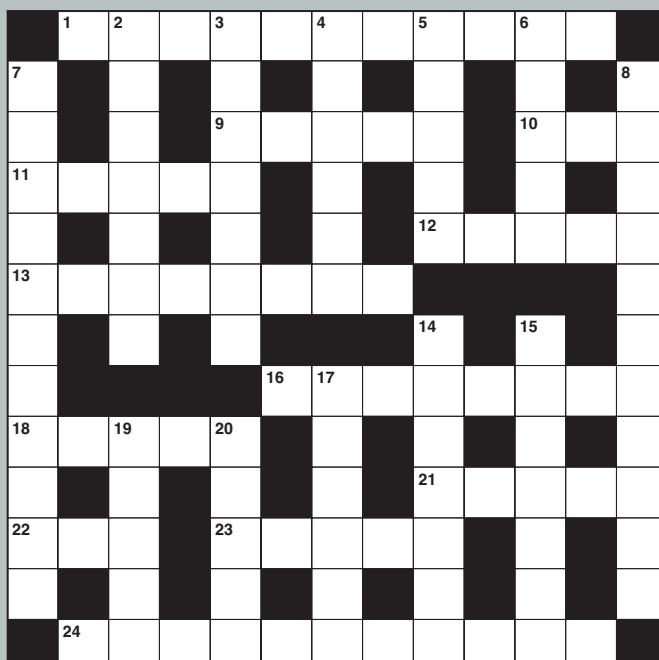


## The White & Co Mystery Mover

Well there's a surprise. Fancy nobody spotting the charming Phibion Makoni from Zimbabwe last month. One of the industry's nicest men and a regular attendee at industry conferences for 30 years or more. OK, this time we'll make it really easy. Either one might be enough for you to win but, if you can remember both these gentlemen, you are in with a brilliant chance of winning the White and Company Black and Red watch. Answers please to editor@themover.co.uk.



## Puzzles

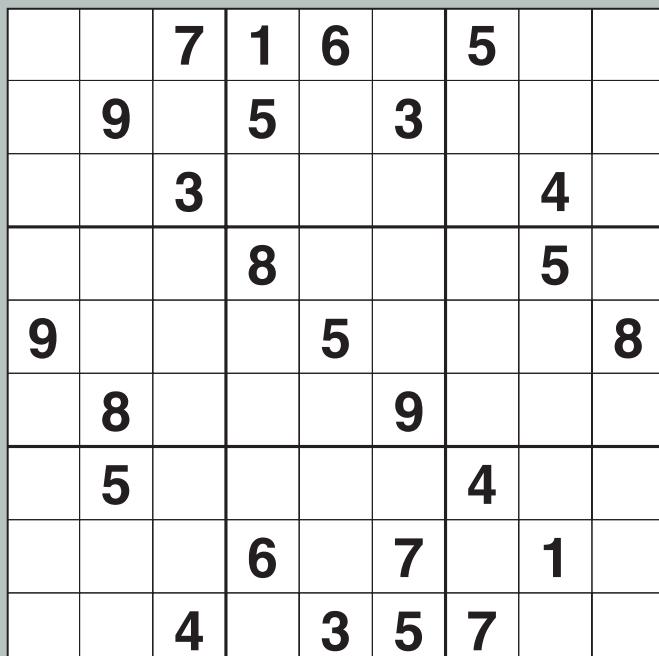


### ACROSS

- 1 Markan event (11)
- 9 Locates or places (5)
- 10 Encountered (3)
- 11 Competes in a speed contest (5)
- 12 Fight (3-2)
- 13 Harmful (8)
- 16 Amaze (8)
- 18 Raced (anag) (5)
- 21 Absolute (5)
- 22 Louse egg (3)
- 23 Large tree (5)
- 24 Defect in the eye (11)
- 25 Entice to do something (5)
- 27 Greenish (11)
- 28 Creating an evocative mood (11)
- 14 Random criticism (7)
- 15 Repulsive (7)
- 17 Body of running water (6)
- 19 Assesses performance (5)
- 20 One of the United Arab Emirates (5)

### DOWN

- 2 End result (7)
- 3 The rubbing of muscles (7)
- 4 Glove (6)
- 5 Exposes to danger (5)



## MARKETPLACE

# MarketPlace

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The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on +44 (0)1908 695500 to subscribe.

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**FIDI General Assembly**  
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10 – 14 March, 2017, The Seychelles

**LACMA Convention**  
23 – 26 April, 2017, Puerto Vallarta, Mexico

**Britannia Conference**  
21 – 24 April, 2017, Sorrento, Italy

**EuRA Conference**  
25 – 28 April, 2017, Warsaw, Poland

**Young Movers Conference**  
11 – 13 May, 2017, Riga, Latvia

**Self Storage Expo Asia**  
16 – 18 May, 2017, Hong Kong

**BAR Conference**  
18 – 20 May, 2017, Cardiff, Wales, UK

**MöLo International Trade Fair**  
14 – 16 September, 2017, Kassel, Germany

**IAM 55th Annual Meeting**  
9 – 12 October, 2017, Long Beach, California, USA

## Puzzle solutions



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

## Did you know?

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

Armadillos have four babies at a time and they are always all the same sex.

'Go' is the shortest complete sentence in the English language.

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AND FINALLY ...

## Tony Allen: And finally...



# Meet two veg!

**L**et me be absolutely clear about this: I really do not like broccoli. In my opinion it's just like eating small trees and anyway why should I consume something which sounds like a suburb of South East London. I am, of course, fully aware that this bland cabbage-like vegetable is supposed to be good for us; and I even understand that the former Beatle, Ringo Starr eats it with every meal. No contest there then ...

To continue. An example of something that is really good for me is not eating broccoli, and another thing which has a similar effect is not eating carrots. I know that carrots are great for your eyesight (groan alert) but I really can't see the point.

Now at this juncture you may be asking yourself whether the writer has lost control of his senses or you might even be thinking: 'So what?'; but there is a good reason for raising this subject because every time I attend a function which includes a set meal, it seems that the only two vegetables that ever get served are broccoli and carrots – which, in case you haven't realised, would never appear on my list of favourite vegetables and I'm not entirely sure why these two comestibles are so favoured. Of course maybe it's a question of economics, or ease of preparation, or even a preoccupation with what's good for us; I just don't know.

There's no doubt that vegetables and fruit are desirable additions to our diet; as former hunter-gatherers, this is surely evident. But do they have to be rammed down throats? Well sometimes - and literally in my case: yes!

There's nothing new in this hypothesis by the way, our forebears were always aware of the potential benefits. I can remember being kept at the table for a whole hour after a particular meal when I refused to eat my greens – "but Mum I've got to get to work".

There's a song entitled *It's Illegal, It's Immoral Or It Makes You Fat* which was published in the 1950s and relates to all of those things that you tend to relish; these words are as true today as they were then, although perhaps we're running a bit more liberal on the immorality front these days. Alas, what's good for you does not always coincide with what you enjoy.

Exercise can be a bit of a chore sometimes but I'm ok with running and cycling machines. Current wisdom now opines that people over the age of 35 who use cardio vascular exercises (running and cycling for example) are likely to become podgy in their middle years. Come off it! Is there a government department somewhere entitled 'Whose day shall we ruin today'? These are the

only exercises I like; why not pick on three-day eventing for example.

Why do we never see headlines such as 'Gin and Tonic Can Count As One of Your Five a Day' or 'Watching Sport In Front of the TV is Good for the Heart'. Or how about 'Broccoli to be treated as a banned substance'?

Cholesterol – is it high on your list? I'm not quite sure whether it's good for you or not this week. Eggs – no problem; you can eat as many as you like apparently. Well I'll be bound!

It has long been one of my beefs (proves I'm not a vegetarian then) that, as mentioned earlier, the two aforementioned vegetables are always served wherever you eat. The only way I would eat carrots - and then reluctantly - was if they were served raw. Well I've literally just read in the *Daily Mail* (so it must be true!) that they are only really any good for you if they are cooked. Damn and blast! Want to know more? Well the only way I could eat broccoli would be if it was cooked to death. Yes, you've guessed it, in the same article it states that broccoli was only really good for you if served raw. I rest my case.

There's no doubt that vegetables and fruit are desirable additions to our diet; as former hunter-gatherers, this is surely evident. But do they have to be rammed down throats? Well sometimes - and literally in my case: yes!

I've come to the conclusion that the only way to deal with this state of affairs is to live one's life by treating every aspect of it with moderation. That's of course providing it's not illegal, immoral or fattening – although I would imagine that any one of these would be more fun than broccoli.

I'll let you into a secret. The lady wife was cooking Sunday roast. I said that I was due to write my piece for *The Mover* and asked if she had any ideas. She picked up one of the vegetables and rather flippantly suggested: "Why not write about this?"

Jan – this one's for you!

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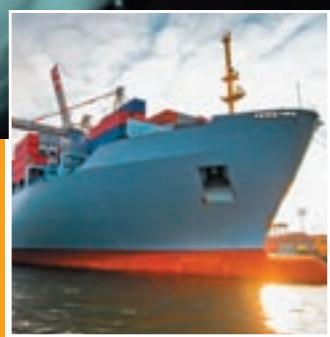


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