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Issue 003 June 2011 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## 40 YEARS OF FOX

We discover how three generations of Fox family management has led to success.  
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# TheMover

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## LEADER

## Conference fever subsides for another year

.....  
**Steve Jordan, Editor**



**I** write this in the afterglow of this year's round of industry conferences. The EuRA conference was in Mallorca in April and I have just returned from the OMNI conference in Portugal which coincided with Euromovers in Amsterdam, was immediately preceded by FIDI in Lisbon, and followed by BAR in sunny Manchester.

It seems that movers the world over have an irresistible need to gather together to eat and drink too much. I approve. Obviously I have caught the networking disease too. They all seem to be thriving too with EuRA attracting just short of 600 delegates and FIDI knocking on the door of 700. OMNI is well attended by its elite members who take the time to enjoy the best of the best whenever they meet. Only BAR seems to be struggling, but maybe that's just a sign of the UK's tough trading times.

It's always been interesting that movers feel the need to get up close to their trading colleagues. I know of no other industry like it. Business seems to follow an Arabic culture where relationships must be established before true business can be done. It's possible to work with partners cross country or globally without ever meeting, but movers prefer to work with friends.

Though many companies stay out of the limelight, it seems that the more successful ones tend to be more visible to their trading partners and competitors. I wonder which comes first: does success makes people want to show off; or does networking breed success? I think I know. There is no way the most successful companies would continue flying all around the globe if it didn't pay off. Why else would Lars Lykke Iversen from Santa Fe, for example, give the keynote speech in Manchester this year? Maybe those companies who stay marooned in their yards should take the hint.

Congratulations to Maidmans in Bournemouth who won the Domestic Mover of the Year award (DMOTY) and Delivery Services in Belfast who won the Commercial Mover of the Year award (CMOTY) presented at the BAR conference. We will do all we can to give them the exposure they deserve through these pages. If you have never entered, why not try next year.

**Steve Jordan**



● Boris Johnson checks out the Ashwoods Hybrid Transit Demonstrator

## £500 off new vans to beat LEZ

A new initiative is underway to help van drivers get compliant for the next phase of the London Low Emission Zone — and save money on fuel.

**L**ow carbon vehicle specialist Ashwoods Automotive has worked with the Mayor of London, Boris Johnson to offer owner-drivers the chance to trade in their non-compliant vehicles for a brand new Ford Transit fitted with Ashwoods' innovative EcoDrive technology. The Mayor has negotiated a significant discount for Londoners, with prices starting at just £11,995, plus £500 cash back for their non-compliant vehicle. And because EcoDrive cuts fuel use by up to 10%, buyers are also protected against rising pump prices.

From 3 January, 2012 vans and minibuses entering the London LEZ must comply with the Euro 3 standard for exhaust emissions; meaning vehicles over ten years old that enter the zone face fines of up to £100 per day. According to Transport for London, more than 70,000 vans and minibuses will be affected.

Mark Roberts, Managing Director of Ashwoods Automotive said, "Almost all of the 72,000 vans and minibuses impacted by this change belong to small businesses. The offer gives them an easy and cost-effective way to be LEZ-compliant, while also making fuel savings from the moment they drive off in a new vehicle."

Boris Johnson, the Mayor of London said, "Vans are the lifeblood

of this city. Their drivers are knights of the road, an army of entrepreneurs. This noble bunch are mostly small business owners and independent traders who are focused on grafting hard to support their families and build a better future. The vast majority of people who are affected by these new changes to the London Low Emission Zone have upgraded their vehicles and need not take any action. But for those remaining people I know these are difficult times and their vehicles are essential for their livelihoods. I want to do all I can to help. I have already given extra breathing space during the depths of the recession before these standards are introduced. But pollution remains a serious health issue and although we have seen off large fines that were looming from Europe, this remains a real threat unless we take drastic measures."

**"...an easy and cost-effective way to be LEZ-compliant, while also making fuel savings from the moment they drive off in a new vehicle."**

Boris Johnson

Ashwoods LEZ Vehicle Replacement Service started on 1 April, 2011 and runs for 12 months. It is open to all owner-drivers with vehicles that are ten or more years old.

Transport for London has written to all the owners of vehicles affected by the new LEZ. More information from [www.ecovansdirect.co.uk/lowemissionzone](http://www.ecovansdirect.co.uk/lowemissionzone), or [www.tfl.gov.uk/lezlondon](http://www.tfl.gov.uk/lezlondon).

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## NEWS: UK

## DT MOVING – THE NEW NAME FOR DAVIES TURNER

Davies Turner Worldwide Movers, the international moving company and BAR Overseas Group member since 1985, has been given a new name and new identity by its long-standing Managing Director Nick Kerr.

Established in 1870 by Alfred Davies, Davies Turner originally shipped the belongings of Victorian adventurers to the farthest corners of the globe and was one of the first companies to switch from horse-drawn transport to motorised goods vehicles in 1914.

And, in April 2011 Nick Kerr, a veteran of 36 years with Davies Turner, completed a management buyout of the specialist international moving company. The new name is DT Moving, [www.dtmoving.com](http://www.dtmoving.com). DT Moving retains its 140 year association with the Davies Turner group and will continue to serve customers with international moving services from its headquarters in London and Paris.

Nick Kerr, Managing Director of DT Moving said: "We are extremely excited about this new era for DT Moving. We have the same experienced team, the same unrivalled global network and the same drive to provide the best moving service to our clients. The difference is that our brand, our website and our collateral is now tailored for the modern day transferee."

More information is available at [www.dtmoving.com](http://www.dtmoving.com), or call +44 (0)20 7622 4393.



Men at work - Aussie Man & Van trucks in London.

## Reason Global client avoids £100,000 claim

Reason Global has successfully helped a client avoid a dubious claim of almost £100,000.

Aussie Man & Van, who move over 150 homes and offices each week, had a customer claim that £91,321 worth of valuable watches had gone missing, one alone worth £80,000, during a residential move that lasted around three and a half hours. Two removals workers from Aussie Man & Van were on the job to move boxes packed by the customer and a few items of furniture. During the move the customer left the Aussie Man & Van employees alone with the goods for around two hours.

This was the first time such an allegation had been made against Aussie Man & Van leading them to suspect the circumstances. Amie Dillon, Support Services Director at Aussie Man & Van, insisted that she "never for one moment believed the customer" as she trusted her drivers implicitly, and

**"We were particularly impressed by the speed and efficiency of Reason Global and that they kept us informed on the progress of the claim..."**

Amie Dillon

was "completely thrown" by the allegation. After initial enquiries with the drivers and customer and referring to the firm's terms and conditions, she was unsure how to investigate further.

Aussie Man & Van called Reason

Global, the company's insurance broker, who visited the same day. "Reason Global was fantastic and assigned people to the case straight away," said Amie. Reason Global contacted its claims management company Cunningham Lindsey and also specialist loss adjuster Baker & Co. From then onwards, Aussie Man & Van had no more contact with the customer with the peace of mind that the case was being dealt with efficiently.

Baker & Co found that the customer had reported the missing items to the police and was issued a crime reference number, yet no further investigation was pursued. Furthermore, the customer claimed that the alleged missing watches were not actually owned by him but had been borrowed which meant he had no evidence of their value or, indeed, their very existence. Baker & Co advised the customer that he should have claimed for the goods under his own company policy and reminded him that under the terms of the agreement between Aussie Van & Man and the customer, owner-packed cartons were excluded unless they were included in a pre-agreed inventory.

Baker & Co concluded that there was insufficient evidence to support the claim and informed the customer. Reason Global quickly resolved the case. "We were particularly impressed by the speed and efficiency of Reason Global and that they kept us informed on the progress of the claim," said Amie.

As a result of Reason Global's efforts, the claim was not pursued any further and Aussie Man & Van avoided liability for £91,321 and a damaged insurance record. Amie said: "We are really pleased with Reason Global and can't praise them highly enough."

## New trailers for White & Company

White & Company have taken delivery of the first two of six new trailers purchased by Whites from Montracom. The trailers each have a capacity of 90cbm and have been built specially for the company's European business.





● Pluscrates' Bristol fleet, comprising trucks similar to these, now run on biodiesel.

## Pluscrates goes green

Crate rental company Pluscrates has switched to environmentally friendly bio-diesel made from waste cooking oil to power its Bristol van fleet.

**W**hen crate rental company Pluscrates moved into their new depot in Bristol recently they were surprised to find one of the local removers, McKeown's Business Moves, was also in the bio-diesel business, refining their own fuel from waste cooking oil. McKeown Bio Fuels was formed in 2007 and is now a well established fuel manufacturing business.

As a supplier of environmentally friendly products Pluscrates were keen to find out more and soon became one of McKeown's newest customers. Pluscrates' Managing Director John Mitchell said, "What McKeown's are doing is very smart indeed. Running our local fleet on their bio-diesel, refined and sold locally, fits perfectly with our efforts to reduce our carbon footprint and at the same time we save money on our fuel bills. At the moment bio-diesel is around 15% cheaper than conventional petroleum-based diesel bought at forecourt prices and has less impact on the environment."

McKeown Bio Fuels operate a fleet of vehicles all running on self-produced bio-diesel that collect waste cooking oil every day from local restaurants. The waste oil is filtered and then refined into pure bio-diesel. The process is relatively simple introducing a catalyst to the raw material which yields two products: 80-90% bio-diesel for use in diesel engines and 10-20% glycerine which McKeown use as a heating fuel in their workshops

and warehousing.

At first John Mitchell was a little sceptical about using diesel made from old cooking oil, but when he discovered director Julian McKeown used it in his new Range Rover Sport he was convinced.

**"Running our local fleet on their bio-diesel, refined and sold locally, fits perfectly with our efforts to reduce our carbon footprint..."**

John Mitchell

Julian said, "We began making bio-diesel for our own fleet at McKeown Business Moves four years ago then, as we grew in reputation and scale, we began to see the opportunity to provide fuel to local businesses and the public. Switching to bio-diesel removes a deposit left by mineral diesel fuel which typically means changing the fuel filter after the first tank or two of bio has been used. Beyond that there is no other modification required to run bio-diesel."

Bio-diesel reduces the emission of particulates by as much as 65% and is a possible candidate to replace fossil fuels as the world's primary transport energy source.

## Pickfords' home contents insurance comparison website

Pickfords has launched a home contents insurance comparison website, which will be introduced to customers at the point of moving home.

**P**ickfords has negotiated a range of discounts and offers with insurance providers and can connect its customers to offers for home and contents insurance, lettings property insurance and vacant property insurance.

An insurance quoting engine has been created on the Pickfords website so customers can log in, fill out a simple form and the engine searches for the best deals negotiated by Pickfords. Pickfords' customers can also request a call from an expert to discuss their particular circumstances

and requirements.

Russell Start, Managing Director said, "Moving home is a great time to consider reviewing your home contents insurance. We know our customers assess the value of their goods prior to moving home. We aim to make the process as easy as possible and to help our customers save money and time by connecting them to some great offers that are not available on the open market."

The insurance comparison website is available at [www.pickfords-insurance.co.uk](http://www.pickfords-insurance.co.uk).



## Pickfords of Lincoln helps the NSPCC

**T**he Lincoln branch of Pickfords Removals has pledged to raise money and awareness for the children's charity NSPCC.

As part of the company's efforts it has printed the charity's helpline number on the side of its removal boxes and is collecting bags of clothes to donate to the charity. It is particularly proud of its efforts,

having collected 70 bags in a month.

Branch Manager Charles Checkley said, "It's amazing how generous Lincolnshire people have been and we would like to say a big thank you to all those who have already donated"

If anyone has concerns about the safety and welfare of a child, the NSPCC has a free and confidential helpline: 0808 800 5000.

NEWS: UK

## Loughborough University to lead £3.5 million research project on green vehicles

Experts at Loughborough University are to lead a £3.5 million project to bring environmentally-friendly vehicles one step closer to an everyday reality.

The Fundamental Understanding of Technologies for Ultra Reduced Emissions Vehicles (FUTURE) consortium will examine the interaction of components and control systems for electric and hybrid electric vehicles (HEVs). The consortium's work will develop a set of guidelines and tools to enable design engineers to better understand how components, such as fuel cells, power electronics and control systems of HEVs perform together.

The project consists of six work packages. Two of them are led by Professor Rob Thring and Professor Qing-Chang Zhong, both from Loughborough University, and the other four are led by academics from Imperial, Oxford, Coventry and Cranfield universities.

The Principal Investigator, Professor Rob Thring said: "This important research represents a step forward in the journey towards sustainable transport. Loughborough is proud of its expertise in the leadership of consortia and co-operation with industry and we look forward to working with respected colleagues from our partner universities on this exciting project."

FUTURE is being made possible with funding from the Engineering and Physical Sciences Research Council

(EPSRC) and is one of three major projects that will address fundamental research questions in developing low carbon vehicles. Funding for the three projects totals £10 million.

**"...we look forward to working with respected colleagues from our partner universities on this exciting project."**

Rob Thring

The projects have been developed by EPSRC with the Technology Strategy Board (TSB) through the Low Carbon Vehicle Innovation Platform Integrated Delivery Programme. They were announced by Business Minister Mark Prisk at the opening of a new exhibition at the Department for Business, Innovation and Skills (BIS) to showcase UK manufactured low carbon vehicles.

Among the vehicles on show at the exhibition was a hydrogen fuel cell taxi produced by Intelligent Energy. The company, which was originally a spin-out - born of research from Loughborough University - joined forces with Lotus Engineering, LTI Vehicles and TRW Conekt to produce the ground-breaking vehicle.



The hydrogen fuel cell taxi produced by Intelligent Energy.

## Harrow Green moves Thurrock Council offices

In a step designed to save more than £18m by 2015, Thurrock Thames Gateway Development Corporation has moved into Thurrock Council's Civic Offices in the first stage of a transition that will see the council take over the powers and responsibilities of the Development Corporation.

The move required interior office design and fit-out, contractor management, regulatory compliance and the relocation of people and offices. Harrow Green was invited to tender for the work at very short notice and provided a quotation within five days enabling the client to meet its tight project timeframe.

Harrow Green was appointed principal contractor with the responsibility to tender individual elements of the works to approved contractors and to work within the constraints of a limited budget.

The brief was to fit out the space to accommodate the Corporation's 44 staff. The office layout included executive offices, meeting rooms and open plan office space. Harrow Green took responsibility for liaison with Building Control, managed and co-ordinated contractors and suppliers for the construction of new solid wall and glazed partitions, and provided new ceilings throughout with energy saving LED internal lighting panels and emergency lighting. Work included the fitting of new carpets, window blinds, alterations to the existing M&E services, door entry and security systems, time-phased PIR movement detectors and decoration throughout.

"As principal contractor we were able to take the burden away from the client by managing the appointed contractors," said Steve Anstee, project manager, Harrow Green. "This left the Corporation free to concentrate on their business objectives. Because Harrow Green can call on not only office design and construction expertise, but experienced move managers within the group, we are well-placed to bring all the benefits of

**"The Harrow Green team contributed to the smooth delivery of the project, with specialist expertise brought in as and when required."**

Jason Oliver

integrated project management to our clients."

"We were delighted with the services of Harrow Green throughout a full strip-out, reconstruction and fit-out project, which had a very short time frame for completion and little margin for error," said Jason Oliver, Chief Information Officer for Thurrock Thames Gateway Development Corporation. "The Harrow Green team contributed to the smooth delivery of the project, with specialist expertise brought in as and when required. They took pains to ensure that contractors from other firms understood how they fitted into the project at each stage. This relieved me of a huge burden, and allowed me to concentrate on the business aspects of relocating our organisation."



Thurrock Council offices

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)







## Bishop's Move undertakes seven-day relocation

Bishop's Move has recently completed the business relocation of the Salvation Army Heritage Centre.

**T**he original location, based in London, involved the removal of five different departments simultaneously and required seven days to complete due to on-going building and construction work.

This high-profile move involved the careful handling of valuable items from the Heritage Centre such as antique uniforms, musical instruments, glass slides, photos, maps, deeds, books and artworks to their new home in Wellingborough, Northamptonshire. The larger, remaining collection from the Heritage Centre was moved between two buildings within the campus.

Alongside this, other members of the Bishop's Move team were undertaking the movement of the Salvation Army Library between two other buildings in the campus and

to complicate matters further, two additional buildings of four floors apiece were also relocated to new premises, involving vehicles and operatives for each building.

The Bishop's Move team completed the move well within the allocated seven days.

David Mills-Pearce of Bishop's Move said, "This relocation had the potential to be a logistical nightmare. However, our business relocation team has vast experience in these types of situations. Despite hurdles to overcome, the move was completed well within time and we wish the Salvation Army Heritage Centre the very best in its new premises."

**"This relocation had the potential to be a logistical nightmare. However, our business relocation team has vast experience..."**

David Mills-Pearce

John Warner, Project Coordinator of the Salvation Army commented, "I would like to thank the Bishop's Move team for their hard work. I recognise it was a mammoth undertaking for them and their efforts deserve the greatest recognition. I must also acknowledge the good management on the part of David Mills-Pearce who was quite exceptional. His calm leadership and oversight of the team was frankly second to none and he is a real credit to Bishop's Move. I have been very impressed with how hard Bishop's Move staff worked."

## VOSA confirms two new ATFs

The Vehicle and Operator Services Agency's (VOSA) drive to reduce burdens on industry and take testing to the customer is gathering pace as the agency confirms that two new non-VOSA testing stations opened recently.

**T**he new Authorised Testing Facilities (ATFs) have been opened by Moreton Cullimore in Gloucester and S and K Haulage in Barry, South Wales.

In addition, after completing further analysis of the potential market for ATFs, VOSA will close its Gloucester, Liverpool and Bishopbriggs (Glasgow) test stations. The review found that there is sufficient interest in running ATFs in the areas around these sites to cease VOSA testing by December 2011. The nine-month notice period is to allow sufficient time for new ATFs to meet the required standards, achieve authorisation, and go live.

which delivers convenient, high quality testing. More tests than ever are now being carried out by VOSA staff at privately owned sites, reducing the amount of time and money operators need to spend travelling to test stations."

There are now 49 such non-VOSA testing stations around the country. James Firth, FTAs Head of Road Freight and Enforcement Policy, said: "VOSA is really showing it means business with its Testing Transformation Programme. ATFs should mean reduced costs for operators by bringing the point of test closer to the point of maintenance and therefore reduce vehicle downtime, the fuel for journey from maintenance to test and the cost of a skilled fitter's time driving to test. For some larger operators who have invested in private ATFs for their own fleet there is a palpable sense of excitement at the new-found flexibility this programme allows them."

The need for more local testing stations is becoming increasingly urgent as whole vehicle body type approval regulations kick in and more vehicles require testing.

**"I'm very pleased to see these latest sites open. It shows that the industry has confidence in the future of testing..."**

Alastair Peoples

VOSA Chief Executive Alastair Peoples said: "I'm very pleased to see these latest sites open. It shows that the industry has confidence in the future of testing and that ATFs are the way forward. We have been working tremendously hard to provide an efficient, modern service for our customers



● VOSA believes that ATFs, like this one at Don-Bur Bodies and Trailers in Stoke-on-Trent, are the way forward.

The UK's fastest growing crate rental company serving you from Bristol, London, Birmingham, Manchester and Livingston.

Quality Crate Hire

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www.pluscrates.com

## INSIGHT: SHANGHAI

# Relocating to Shanghai

As the centre of commerce and largest city of the world's fastest growing major economy, Shanghai is the city everyone is talking about. It is often the obvious first choice for companies entering China, so it shouldn't come as a surprise that the number of expatriates living and working there is skyrocketing. By **Jochen Hertweck**, student at Hogeschool of Amsterdam, Netherlands and recent intern at Santa Fe Shanghai.

**W**hile Shanghai has a long way to go to being as 'internationalised' as New York, London and Hong Kong, Shanghai is without a doubt the most cosmopolitan city in China. Here is a quick overview of some of the most important things to consider when relocating to Shanghai.

## Immigration

To legally work in China, a foreigner must obtain a work permit and residence licence (Z-Visa). There are some requirements that need to be fulfilled such as a university degree and a minimum of two years working experience. Additionally, all foreigners (18 years old and above) must undergo a health check to secure a residence permit. Foreigners that have any communicable diseases are denied residency.

As the rules for issuing work permits are subject to constant change, particularly before events such as the 2008 Olympics and Expo 2010, most companies usually use visa agencies such as Santa Fe to help them with this highly administrative task.

## Customs regulations for household goods

China has many restrictions regarding the importation or exportation of household goods or personal effects. One of the most important things is that you can only import or export household goods if you are in possession of a valid residence licence and work permit.

Many items incur import duties: furniture, electrical items, alcohol, second shipments into China, and others. To avoid inconvenience, Santa Fe will educate expatriates on the various regulations and restrictions involved so that they can be closely followed.

## Housing

Shanghai's real estate market has experienced an unprecedented boom during the last two decades, which has transformed the city entirely. As a result there is now a

wide selection of housing available for all tastes and budgets. The most common types are high-rise apartments but there are also villas available in the suburbs, as well as old renovated lane houses in the former French Concession area. Apartments are generally cheaper to rent than lane houses and villas since they are abundant and located across the city. The price range of lane houses is usually between that of apartments and villas but they can be difficult to find since there are fewer and there is always strong demand. Villas are typically located in gated expatriate compounds and are the most expensive option available.

Most housing contracts are signed for one year however signing for longer can increase your negotiating power. The typical Shanghai housing lease contract requires two months' security deposit and one month's advanced rent.

● Below: villas are Shanghai's most exclusive and expensive housing option. Bottom: Shanghai now boasts the world's longest subway system, with a network that stretches for 260 miles.



The most popular areas for expatriates to live in Shanghai are: Xintiandi, Hongqiao, the French Concession area and Xujiahui in Puxi, as well as Lujiazui and Jinqiao in Pudong.

#### Schools

One of the most important considerations for expats with children is the availability of suitable schools. In Shanghai's case most parents can rest assured that the city has a good variety of international schools and there are schools for almost all curriculums: American, British, German, French, Japanese, Korean, Singaporean and International Baccalaureate. The average annual tuition fee for international schools is approximately USD 25,000 and almost all schools also offer Chinese language classes to help children learn and experience more about the local culture.

#### Healthcare

In recent years many international hospitals and clinics opened in Shanghai to serve expatriates and wealthier Chinese. All of those private hospitals have staff with good English skills and standards that are on the same level as hospitals in Europe or America.

There are also several local hospitals in Shanghai with international standards however the insufficient English skills of the personnel remains a problem.

#### Shopping

Shanghai is a shopper's paradise. There are two main shopping streets, Nanjing Road and Huai Hai Road, where all the huge department stores and countless luxury and other shops can be found. But there are also plenty of giant shopping malls in other districts such as the Super Brand Mall in Lujiazui or the Cloud Nine Mall near Zhongshan Park. For grocery shopping it's best to head to one of the countless Carrefour or Tesco supermarkets which offer a wide selection of imported food products. However, due to the fact that imported food is subject to high duties in China,

**Shanghai is a shopper's paradise. There are two main shopping streets, Nanjing Road and Huai Hai Road, where all the huge department stores and countless luxury and other shops can be found.**

shopping there is much more expensive than in neighboring Asian countries.

#### Getting around

In early 2010 Shanghai's efficient subway system took the crown of the world's longest subway system away from London. The system now has a length of more than 420 km (260 miles), a figure that is expected to double within the next ten years. So it comes as no surprise that the metro is the transportation option of choice for most. Due to the almost constant traffic jams on the roads it is also by far the fastest option.

Another option is taking a taxi however most drivers speak no English at all, so make sure that you have your destination written down in Chinese. Furthermore taxis can be very difficult to get during rush hour.

Shanghai is also a major transport hub for domestic and international travel. The city has two airports: Shanghai-Pudong in the east, which is the main international gateway to the city, and Shanghai-Hongqiao in the west, which handles almost exclusively domestic flights. The latter is also directly connected with the Hongqiao Railway Station, one of the three large train stations from which high-speed trains depart to all parts of China.

In summary, Shanghai has come a long way in recent years and anyone willing to relocate to the city will find themselves in the middle of an atmosphere of excitement and constant change. And, with the right guidance, those deciding to live and work in Shanghai will find their time in the city a truly fulfilling life experience.

**For further information on relocating to Shanghai, please contact Paul Franco at [pfranco@santafe.com.cn](mailto:pfranco@santafe.com.cn).**



## NEWS: UK

## TENDER OPPORTUNITY

Alex Temprell, Buyer Professional Services for the Yorkshire Purchasing Organisation (YPO) has announced that it is seeking to appoint suppliers onto a Framework Agreement to provide eligible customers with cost-effective furniture removal, storage and specialist disposal services on behalf of Pro 5.

This will range from internal office moving facilitated by porters right through to fully project managed strategic office locations. A key aspect of the framework will be that suppliers have the capability to provide UK nationwide coverage.

The Framework Agreement will be a procurement route to market for eligible customers providing time and efficiency savings. This Invitation To Tender (ITT) has been established in collaboration with a number of public sector stakeholders from the YPO's eligible customer base including local authorities and emergency services.

YPO is managing this procurement process in accordance with the Public Contracts Regulations 2006 (the "Regulations"). This is a Services Framework Agreement being procured under the open procedure.

Details of this procurement exercise can be found via YPO's e-tendering portal, <https://etendering.ypo.co.uk>. Suppliers must register to view the documents.

Read *The Mover* online at  
[www.themover.co.uk](http://www.themover.co.uk)



● A chance visit by a service engineer trained to carry out Thorough Examinations under the CFTS national procedure identified severe structural damage that rendered the truck unsafe and unlawful.

## Partial fork truck inspections could put drivers' lives at risk

Industry experts have voiced their concerns over the validity of some Thorough Examinations following the discovery of a fork lift truck which was given a clean bill of health by an inspector – despite the presence of serious structural damage.

Just weeks later, the truck's poor state of repair, which rendered the truck unsafe and unlawful, was discovered during a routine service carried out by an experienced fork lift truck engineer who, fortunately for the customer, happened to be qualified as a Competent Person for the Thorough Examination of fork lift trucks under a scheme developed by the industry's own experts.

The watchful engineer quickly identified visible damage to the truck's overhead guard which could have compromised protection against falling objects such as laden pallets displaced at height. As a result of further investigation he also identified hitherto unnoticed cracks to both the chassis and the carriage. Moreover, because he was so knowledgeable about fork trucks the service engineer also identified the cause of the damage to the overhead guard: apparently it was being used as an anchor point for towing a 7.5 tonne lorry! "For the stress to have caused

**"For the stress to have caused this damage to the guard it is quite likely that other structural damage will have been done to the fork lift truck..."**

Chas Day, CFTS

this damage to the guard it is quite likely that other structural damage will have been done to the fork lift truck, some of which may put the operator at even greater risk," explained Chas Day, technical manager of CFTS, which administers the scheme to which the vigilant engineer is accredited. "Yet the owner of the truck was completely unaware of any problems. Having

been told that his truck had passed its Thorough Examination he would, quite naturally, have expected it to be operating safely and legally. However, the extent of damage to this particular truck meant it was a potential killer – and almost certainly unlawful."

Chas Day continued, "The reason this went unnoticed is that under some inspections – including the original one undertaken on this particular truck – only those items covered under LOLER 98 legislation such as mast, chains and forks are checked. In the view of CFTS and most experienced fork truck specialists that really is literally doing just half the job. How can anyone claim to have properly inspected a truck for safety when those items that come under PUWER 98 – such as overhead guards, steering, and even brakes – are simply ignored."

"It was to create a rigorous and truly comprehensive inspection procedure that CFTS was created by the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA) in co-operation with the Health and Safety Executive (HSE). It is our belief that safety must never be compromised. There cannot ever be any half measures."

"Indeed, the issue goes further than this. If the culture at the operator's site allows or even encourages this sort of action then what other risks are being taken? A properly conducted Thorough Examination – carried out by a specialist rather than a generalist – can help to highlight a variety of dangerous operational activities. As a result, the truck owner benefits from added value by using a CFTS accredited company with a competent person who knows and understands fork lift trucks." He concluded: "I would urge any director or manager who is responsible for fork lift trucks to ensure they comply fully with the law. Our website [www.thoroughexamination.org](http://www.thoroughexamination.org) answers many frequently asked questions and features a very clear video that gives a useful overview of what is involved in a CFTS Thorough Examination."

To check if the company that carries out your Thorough Examinations is accredited to CFTS, or to find a company that is accredited to the CFTS scheme, please visit [www.thoroughexamination.org](http://www.thoroughexamination.org), or call 01344 623800, or e-mail [mail@thoroughexamination.org](mailto:mail@thoroughexamination.org).



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## NEWS: PRODUCT



## Keep shipments dry with Absorpole

Condensation in containers is a permanent problem especially when vessels are travelling through different latitudes causing dramatic variations in temperature.

**A**bsorpole is a product that helps reduce moisture and could be beneficial especially when shipping antiques, works of art or musical instruments. The product is based on the proven ability of calcium chloride to aggressively remove moisture from the air. It is easy to use and is designed to hang within a corrugation recess of the container side panel thereby avoiding accidental damage from forklifts during loading and unloading.

Absorpole is activated once it is pulled out of its container. The calcium chloride, at the top of the pole, immediately starts to absorb moisture from the surrounding air. The desiccant material gradually dissolves into brine which is captured in a collector. Once captured, the moisture will not re-evaporate into the air.

The absorption characteristics of calcium chloride provide Absorpole with a superior absorption capacity – 2 litres – even at low humidity levels, and the ability to effectively protect cargo throughout the entire voyage.

Generally, 4–6 poles are required for 20ft containers and 6–8 poles for 40ft containers. The number may vary depending on the length of the voyage, the range of temperatures encountered and the type of cargo protected.

Absorpole is environmentally friendly as it's made only of PE/PP plastics and salt, which are non-toxic and recyclable – it's a one-time product and can be disposed of with regular waste.

Visit [www.absorbopak.com](http://www.absorbopak.com).

## Masternaut launches patented fuel saving CANbus connector

Mobile Resource Management specialist Masternaut has launched a new patented contactless CANbus connector for commercial vehicles and cars.



• The CANbus connector.

**T**he Masternaut Engine Management Unit (or EMU for short) collects driver behaviour, fuel consumption and the status of essential on-board safety systems.

Unlike other connectors the patented innovation is contactless, does not interfere with vehicle electronics and does not need access to an open FMS (fleet management standard) gateway. This means vehicles can retain their full manufacturers warranty. Masternaut's EMU connects directly to the vehicle's tracking/telematics box without the need for any additional kit.

Access to CANbus data lets vehicle operators identify and address the causes of poor MPG and helps to reduce running costs and environmental impact simultaneously. Users access the data using Masternaut's web portal and can identify behaviours such as harsh braking and acceleration and wasteful engine idling. This allows education and driver debriefing based on accurate and factual information, boosting their fuel economy and reducing their operational costs.

In addition, the solution reports

on the status and health of the vehicle including safety systems such as airbags, anti-lock brakes and electronic stability protection. By relaying faults to the fleet operator potential accidents can be averted and vehicles can be recalled for repair before minor faults turn into major system failures. It can even show oil levels so that it can be topped-up before the oil-light comes on inside the vehicle.

**“Serious vehicle faults can often remain unreported, as drivers can sometimes ignore the lights on their dashboard.”**

Martin Port

Martin Port, Managing Director of Masternaut draws attention to the safety benefits of access to CANbus data, “Serious vehicle faults can often remain unreported, as drivers can sometimes ignore the lights on their dashboard. One of

our customers reported the system enabling them to recall a van that had a brake system fault - the warning light was showing but was left unreported by the driver. This could have had real repercussions for the company should the vehicle have been involved in an accident. The contactless CAN unit meant the fleet manager became aware of the problem.”

Users of the contactless CANbus connector access the data using Masternaut's GreenerFleet solution, where driver behaviour, MPG, emissions and safety information is displayed. Individual drivers are given a benchmark score against specific eco and safety criteria which tracks their progress and improvement over time. It also draws attention to any driving events that require further attention. Management are made aware of drivers who are at a higher risk of having an accident, allowing further training. In addition, insurance companies can offer reduced premiums for companies who monitor driver behaviour and risk in this way.

## Radiators online

**H**eat exchange specialist Grayson Thermal Systems has launched a new website offering fast, worldwide delivery of high quality, guaranteed replacement radiators and charge air coolers for leading truck marques, including DAF, Scania and Volvo.

Vehicle operators and repair shops can order their parts online at [www.cooling4trucks.com](http://www.cooling4trucks.com). Grayson is one of the UK's

leading manufacturers of aftermarket heat exchange products for trucks, specialist and off-road vehicles and industrial equipment, and has achieved ISO 9001:2008 quality management certification to ensure that its systems and processes meet internationally recognised quality standards.

For more information visit [www.cooling4trucks.com](http://www.cooling4trucks.com) and [www.graysonts.com](http://www.graysonts.com).



• [www.cooling4trucks.com](http://www.cooling4trucks.com) homepage.

# More reasons to sell packaging online

You may have noticed ever increasing news articles claiming bigger and better facts regarding the UK Internet such as: online sales hit three-year high; the Internet is worth £100bn a year to the UK economy; every community in the UK will gain access to super-fast broadband by 2015.

By **Keith Ricardo** of Strategy Plus.

**T**his is because its all true and more and more people are not just using the Internet but are willing to buy everything from diamond rings to packaging for their moves.

People will choose to purchase if it saves them money or time and customers now know that the Internet will do both.

Many removal companies have already seen this trend growing and now offer packaging products for sale via their website. For very little cost they have seen the benefits such as saving time for them and the customer, adding value to their existing removals service and of course attracting new customers via their online shop.

In addition to packaging the payment gateway can be used to accept deposits for removals or other services. It can also be used between removals and storage companies to complete payments from one to another.

Here are our top ten tips for making an ecommerce website work:

## 1. Data capture and database building

Always capture data, whether it's when somebody buys something or even visits your site, by offering them something for free, e.g. removal tips in exchange for their e-mail address. This way you can build an e-mail database which you can use to keep in touch with your potential customers.

## 2. Make your customers aware

Because removals sites will normally be advertising the removals service on the homepage you need to make the customer aware that the online shop is there, by adding credit card and shopping cart symbols as well as an obvious online shop tab.

## 3. Understand your user behaviour

You can integrate free analytics software from Google ([www.google.com/analytics](http://www.google.com/analytics)) that will tell you where your visitors are coming from, what they were searching for and where they went in your site. From this you can amend search engine optimisation elements and product placement to suit your visitors' needs.

## 4. Research keywords

Again using a free tool from Google you can find out how many times a certain search term, e.g. 'removals boxes' was searched last month in Google. <https://adwords.google.co.uk/select/KeywordToolExternal>.

This, added to our SEO service (Search Engine Optimisation) using meta tags, targeted replica domains and other techniques, will assist in getting you to the front page of Google from which your future customers will come.

## 5. Our partner

The payment gateway that we install on your website would be organised with our partners, Sage Pay, the providers of accountancy services nationally to SMEs. Prior to this we can also organise your merchant account number which will be unique to you as an online ordering/selling resource.

## 6. Special offers at the front

If you can imagine your online shop is actually a real shop you would promote your best products or offers in the shop window, but in the case of the website it will be your homepage or online shop front page.

## 7. Easy navigation

Bread crumb tabs and get anywhere in 1-2 clicks.

## 8. Helpful guidelines and tips

If you offer helpful guidelines and tips for either your products or your service then people will be more likely to trust you and share your site with others.

## 9. Packaging products

We can help you put together the database of packaging products.

## 10. Link to social media

Social Media is another topic but most will know that Facebook and Twitter are powerful tools and should be incorporated with your online shop. This means giving users the options to follow you on Twitter, add you as a friend on Facebook and share all their good experiences with your website online with their friends/followers.

**For more information on how to make the most of the Internet you can contact Daniel Ricardo at Strategy Plus: [dricardo@strategyplus.net](mailto:dricardo@strategyplus.net), 07791 308922**

**People will choose to purchase if it saves them money or time and customers now know that the Internet will do both.**



**BUSINESS:** ACCURATE JOB COSTING

# COUNTING THE COST

In the middle of April I got a call from Matt De-Machen, Managing Director of Matthew James Removals. Matt wanted to talk about costing and how to do it. Only a day or so earlier I had heard some disturbing and, I felt, extraordinary news. I wanted to talk about costing too. By **Steve Jordan**.

**T**he news I had heard, from a number of moving companies that had best remain nameless, was that companies were costing jobs for no profit relying entirely on the insurance margin to drag them above break even. All their work, packing, shipping, delivery, everything, they were doing for no profit. Barmy I would say.

It seems that the whole moving industry is determined to talk itself down to rock bottom, and has been for years. I remember my first day at work for Scotpac (now Crown) in August 1974. I was a trainee shipping clerk. My job that day was to check the salesmen's costings. They were all jobs to Australia and New Zealand. My boss told me to divide the price by the volume and it should be about £2.50/ft<sup>3</sup>. Do the same exercise today and you'll come up with a figure of about £5.00. The price has only doubled in 37 years! At that time a three-bed semi in Hertfordshire could be had for £15,000 (about £450,000 today); a gallon of petrol was under 50p. People tell me that "The customers just won't pay more." Well they would in 1974. What's changed? On the same scale we should be charging £50/ft today.

About ten years ago I was working with BAR on some research. We commissioned Cranfield University to help. They surveyed 300 people who were about to move and another 300 who had recently moved. One question of group one was: "What is most important about your move?" Group two were asked: "What was most important about your move?" Of group one, 32% answered "The price". Of group two, 37% said "The price". Conclusion: somehow the removals salesmen had convinced a further 5% of potential customers that price was the only thing that mattered. Extraordinary!

**Matt's costing system**

Matt De-Machen wanted to share his new costing system with me so that I could tell the rest of the industry and, perhaps, convince



**"These are desperate times, but why oh why does this industry continue to short sell our ability, services and risk?"**

Ian Palmer, White & Company

them to take a more realistic view of just how much it costs to put a crew and vehicle on the road. He admitted that, until recently, he had not had a proper costing system and had, like many others, simply got what he could for each job.

Now Matt takes a more scientific view. He has worked out exactly how much each vehicle costs per day allowing for: finance, maintenance, road tax, insurance, down time. He knows exactly how much per mile they cost to run. He knows how much each employee costs including: holiday pay, National Insurance, uniforms, boots, etc. And he costs his packing materials individually, for each job, not simply adding on a rate per cubic foot to cover everything which will almost always be wildly wrong.

Having worked out his cost of sales, he adds on a healthy margin to provide a contribution to overheads and a profit. He makes sure he makes a profit on every job.

What is, perhaps, surprising, is that since adopting the new system, Matt still has a full order book. Yes he's lost some jobs but gained others and the work he has gained has

been high quality and high margins.

**Other views**

Another Matt, Matt Faizey from M&G Transport in Solihull agrees with Matt De-Machen. He says it's a lack of education, confidence and knowledge on the part of business owners that causes their inability to get a proper price for the job. "But most importantly of all, many reap what they sow. Act, look, and give off the impression of labourers as opposed to educated, precise professionals and that is what you'll earn," he said.

Ian Palmer from Whites is equally appalled by the practice of cutting prices to the bone. "There is no future in this approach. What a crazy way to attempt to secure business," he said. "My company is certainly not taking that approach, however I have been told today that one of the 'trade' shippers/baggage operators has quoted a 20ft container ex-St. Andrews, Fife to Adelaide for £2700! Our client asked us if we could adjust our quotation which was for £4200. Lunacy! We have won the business at £4000 on the nose, so up selling does still work."

He continued: "These are desperate times, but why oh why does this industry continue to short sell our ability, services and risk?"

Referring to the practice of relying purely on the insurance revenue to make a profit, David Trenchard from Britannia Leatherbarrows was uncharacteristically brief: "It's suicidal," he said.

The general view was that this kind of cost cutting is nothing new. The industry has recently seen a number of companies that have ceased trading and unrealistic costing may well be to blame. Ironically, if international movers are covered by the IMMI scheme it will fall upon other members of the industry to move goods that have been stranded at cost price. It is perhaps likely that these will be jobs that the companies now picking up the pieces originally lost to the failed company. A bit hard to swallow for the rescuers!

Robert Bartup from GB Liners said that the moving industry has three problems: it doesn't understand cost – cost is what someone else has; its ambitions are limited and it chases volume because it thinks that if it does that it will be all right in the end – in fact companies just go bust more slowly; and there is no leadership upwards – nobody to say 'no further', they all chase prices down and down. "It's sickening and stupid," he said.

So, what's the answer? I don't know; if I did I'd be doing it not writing about it. But perhaps it's time, now that rock bottom must be pretty close, for the industry to have a little more respect for what it does; more confidence in its abilities; better salesmanship to help customers understand the difference between a proper job and a poor one, in advance; better PR so the customers demand high standards; and, dare I say it, verifiable quality standards that people can recognise and understand.

We live in what historians will probably call 'the communication age'. Maybe it's time we started communicating.



## Comment

**What do you think? This problem will not go away unless movers make it go away. What's your solution?**

Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk)



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## NEWS: INTERNATIONAL



## Has your office banned Google?

Nearly three quarters of UK workplaces (74%) restrict their employees' access to the Internet, according to a recent survey by office design company Maris Interiors.

**71** % of offices surveyed have a filter for pornographic websites, with 52% of employees unable to access social networking sites such as Twitter or Facebook and 48% of employees unable to access their personal e-mail.

YouTube was blocked by 30% of employers and news websites by 27%. 9% of offices only allow access to certain specific sites and 4% only allow staff to use the company's intranet – not even allowing search engines such as Google.

Of those employees who have restrictions in their Internet access 30% claim they say this makes their job more difficult – and 82% say it makes their job more boring! Only 6% of employees surveyed said that they actually think it helps with their productivity at work.

Maris Interiors Chairman, Michael Howard said: "It's a difficult decision about blocking websites in the workplace, by doing so you have to balance employees' productivity against their morale. At our company we block access to pornographic sites – hopefully this doesn't affect their morale too much!"

260 people participated in the survey, conducted in March 2011.

### Summary of percentage of employees, by restrictions:

- 1 Any restrictions – 74%
- 2 Pornographic sites – 71%
- 3 Social networking sites – 52%
- 4 Personal e-mail – 48%
- 5 eBay – 48%
- 6 Gaming websites – 44%
- 7 Online dating – 41%
- 8 YouTube – 30%
- 9 Specific list of allowed sites – 9%
- 10 Intranet only – 4%

## Should armed guards defend ships against piracy?

Shipping industry experts recently raised a clear voice in favour of deploying armed guards on merchant vessels to repel piracy attacks.

**M**any maritime professionals who previously opposed the measure for fear of escalating the violence say they have changed their minds, while retaining various reservations. The switch in mood has been reflected in a decisive vote at the 2011 'hot topic' debate of WISTA-UK (part of the Women's International Shipping & Trading Association), for the tough approach.

The International Maritime Bureau reported that there were a total of 440 attacks on shipping in 2010, of which 218 were attributed to Somali pirates in the Gulf of Aden, off the Coast of Somalia and in the Western Indian Ocean, and there have been further outrages in the first quarter of 2011.

Opening discussion at the WISTA event, Peter Hinchliffe, Secretary General of the International Chamber of Shipping, said that proposing the motion was a task he "would not and could not have undertaken a few weeks ago," and it was important to put this into context.

Citing rising brutality in recent cases Peter Hinchliffe said that it was important for this lucrative business of piracy to be removed.



**"... there should be armed guards on board, the crew are seafarers meant to sail the ship, not to defend it!"**

Marla Dixon

"The military presence in the Gulf of Aden had caused piracy to shift almost as far as the coast of India," he said, adding that "Sea control in the northern Indian Ocean was being ceded to armed gangs."

Mr. Hinchliffe continued: "Some 600 seafarers are at present held for ransom, and the average time in captivity has extended to around eight months. No nation has a

strategy to tackle the problem and seafarers were daily running the gauntlet of armed pirates, with ships' superstructures being penetrated by rocket propelled grenades." Unfortunately most flag states did not have the resources at their finger tips to provide military guards in the theatre of operation. "In these exceptional circumstances, it is our belief that the use of armed guards and private security should be permitted by the flag state when considered appropriate. We must not send masters into the area with their arms tied behind their backs."

Maria Dixon, President of WISTA-UK agreed. "I certainly think that there should be armed guards on board," she said. "The crew are seafarers meant to sail the ship, not to defend it!"

Leslie-Anne Duvic-Paoli of the Royal United Services Institute for Defence and Security, however, questioned the trustworthiness of some private security companies in a market which was unregulated and a legal framework that was vague. "When pirates see that there are armed guards on board they will resort to more violence," she said.

## MöLo - international trade fair for movers

**M**öLo 2011, organised by the German Association of Movers and Logistics (AMÖ), is the second international trade fair for furniture movers in Europe taking place from 16 – 18 June in halls 1 and 2 at the Kassel Exhibition Centre in Germany. AMÖ successfully organised a similar event two years ago.

The exhibition offers visitors a one-stop-shop to visit leading manufacturers and suppliers from all areas of the moving industry. Exhibitors will include: vehicles and accessories, finance, security, marketing, IT and company management.

For more information and to register for the event go to: [www.moelo.de](http://www.moelo.de).



● MöLo - a one-stop-shop of leading manufacturers and suppliers from all areas of the moving industry.

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)

# Momentous moves by rail

**M**omentous has now formally set up a deal to transport its consignments via rail throughout the UK and into Europe. This has reduced the company's environmental carbon footprint by 42% through the reduction of vehicle movements.

Simon Osborne, Group Managing Director, said, "I believe we are the first in the UK to achieve this in the moving industry. We are hoping to work closer with our partners in Europe to enable them to complete the final aspects of this service. We can now get loads from Scotland and Northern

England to Europe in record time. With sites able to accommodate our requirements in most areas of the UK, we can just transfer and reload with ease."

● Below: Momentous now transports its consignments via rail, increasing efficiency and reducing its carbon footprint.



## TheMover

Groupage feature:  
August 2011

Is your company running a groupage service? If so, what are your specialist destinations? Are there any particular requirements that packers need to consider when shipping there? What frequency do you offer and what transit times can your trade customers expect?

Now us old sages at *The Mover* know that everyone will want to be listed as an expert in shipping to everywhere – but we are a bit too long in the tooth for that old chestnut. Just let us have your top five destinations, places where you can really offer a top class service, and we'll include you in the listing. Or maybe you run a service to somewhere that's a touch unusual – a regular service to Shanghai, Dubai, Helsinki or Buenos Aires, for example. Any other comments and advice for shippers will be welcome too.

Please send your contributions to editor@themover.co.uk by 1st July.

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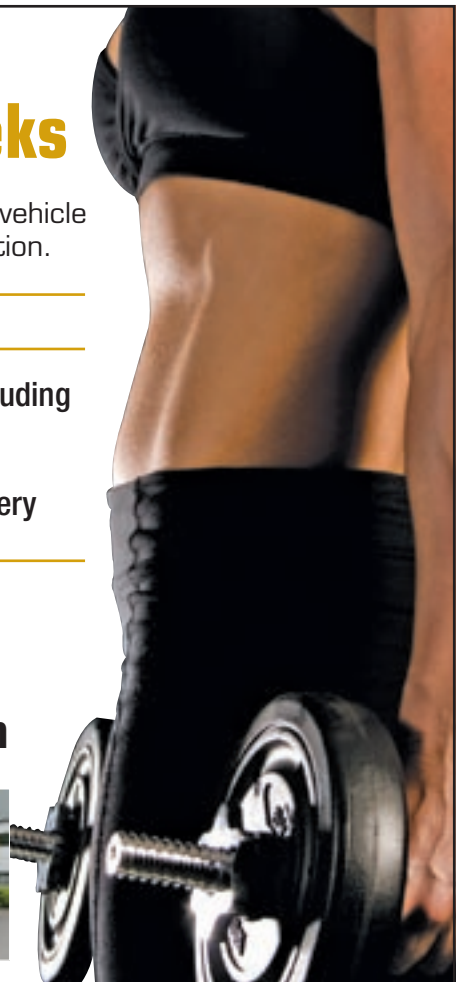
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# A GUIDE TO TRAINING

**Every professional mover recognises the benefit of training.**

In fact some training, such as Driver CPC, is a legal requirement. This feature provides information on where to go for the training you need for packers, sales people and administrators. It also offers suggestions for training you might not have thought about before – time management and presentation skills. Although this feature goes into some depth, training will be a recurring theme in *The Mover* so, if your company provides training services, please let us know and we'll include your details in future issues. BAR Training Services were asked to contribute to this feature but did not wish to do so.



## In support of training

When trading conditions are difficult, as is now, it is easy to overlook an important aspect of our businesses - training. By **Frank Rose**.

**A**s the industry becomes more complex by means of specialised and different methods of operation, health and safety issues and ever changing legislation, it is essential that staff at all levels be correctly trained and qualified to effect their values and responsibilities within their companies.

Training within the industry has a distinct and respected history since its induction in 1937, when the Institute of the Furniture and Warehousing Removals Industry (IFWRI) was founded under the guidance of Mr G H Good, to its current training providers, the British Association of Removers Training Services (BARTS), the

Guild of Movers and other private enterprises that offer bespoke one to one training, such companies as Bridge Training Services, Kidds Training Services and Lanes of Somerset.

As a trainee manager in the mid sixties, I was told by my employers that training was to be a major factor in my career, something for which I will be forever grateful.

The structure of my training involved correspondence courses, and residential courses known as 'February Schools' both headed up by John Gower who was based at the National Association of Furniture Warehousemen and Removers (NAFWR) in Grays Inn Road, North London.

These courses led you in to exams and if successful, usually to attending conferences for the presentation of your certificates by the then IFWRI National Chairman.

I recall attending various courses that were held at the Road Transport Industry Training Board (RTITB) centre at High Ercoll in Shropshire and also being a delegate on three Study Tours: UK, Europe, USA & Canada. I know that with my involvement in all these training activities it was immensely beneficial to my career not only by gaining knowledge and qualifications but also it raised my confidence and networking skills that I found to be a great asset, both to myself and the companies that I worked for.



**As a trainee manager in the mid sixties, I was told by my employers that training was to be a major factor in my career...**

## Training in the North East

Hornsea is a place where most self-respecting Yorkshiremen go for their summer holidays. But movers have come to know the seaside town as a centre for industry training with Kidds Services.



● The training facilities at Kidds include this classroom.

For 12 years Kidds operated as a Regional Training Centre for the BAR and, although it is no longer associated with BAR training, it still provides independent training for the whole moving industry. "We feel it would be dangerous to teach only theory to our students; it is imperative to have a 'hands on' approach to learning and it is this principle that has helped our training centre thrive."

**"We feel it would be dangerous to teach only theory to our students; it is imperative to have a 'hands on' approach to learning..."**

The facility at Kidds includes a purpose-built apartment that has been kitted out with all the furniture and personal effects anyone is likely to encounter in the average home: china, glassware, books, furniture, etc. It also has some more tricky items on which students can practise including a grand piano, a grandfather clock and a mercury barometer.

Kidds offer a wide range of training courses, these are the most popular:

### Foundation skills programme

- Health and safety
- Manual handling techniques
- Furniture handling techniques
- Customer relations
- Communications and documentation
- Warehousing and storage
- Materials
- Principles of packing and unpacking
- Principles of loading and unloading

### Inland skills programme

- Preparations and methods of packing
- Long case clock
- Chandeliers
- Pianos
- Gilt and wood-framed pictures
- Barometers
- Fabrics
- Silverware
- Object D'art

### Export skills programme

- Introduction to the export operation
- Materials
- Conservation
- Principles of packing cartons
- Breakables
- Electrical systems
- Prohibitions

- Documentation
- Inventories and labelling
- Preparation and protection
- Furniture and effects
- Special items
- Use of crates
- Loading and unloading
- Pre-inspections
- Methods and positioning
- Security

### Forklift training

- Novice course
- Refresher course

### Commercial skills programme

- Types of commercial moves
- Health and safety
- Surveying and planning
- Floor plans and labelling
- Working in a commercial environment
- Preparation of premises
- Equipment and materials
- Specialised packing
- Handling and manoeuvring

### Driver CPC

Kidds offers Driver CPC training as two main packages: the full 35-hour course as five x seven-hour days; and, a single day's training as part of a five-year programme. Driver CPC training is a legal requirement for all new and existing drivers who wish to drive professionally and who require an LGV or PCV licence.

### Practical estimating

This course is delivered by Frank Rose who has been involved in the removals industry for over 50 years. Frank was, for many years, a lecturer with The Movers Institute (TMI) and a judge for the Packer of the Year competition. He is also an Honorary Life Member of BAR. The course includes:

- Industry structures
- The requirements of an estimator
- Assessment of quantities
- Communication and selling skills
- Inspection reports
- Health and safety, risk management and legislation
- Contractual conditions

This course also includes a house visit.



## PUBLIC SPEAKING TRAINING

Speakeasy.gb.com

Being able to speak confidently in public is something most business people would love to be able to do, but for many, the prospect of standing in front of an audience fills them with trepidation and fear. Overcoming the fear of public speaking is not easy, but it's not a black art either, and with the right help and a few tricks of the trade you can banish your gremlins and start to actually enjoy being in the limelight. Just think what that could do for your business career!

The Speakeasy one-day workshop will introduce you to the techniques professional speakers use to overcome their fears, engage with their audiences and deliver presentations with confidence and style. By the end of the day you will have the tools you need to develop your public speaking confidence and build on the strengths you probably never knew you had.

The workshop is suitable for anyone looking to improve their presentation skills, especially if they have an important speaking engagement looming on the horizon.

Don't have nightmares, give Speakeasy a call – it could change your life forever!



See page 27 for contact details of all the training providers featured.

## FEATURE: TRAINING

## Training in Somerset

Britannia Lanes Training Centre was started in 2003 when the company identified a need for an in-house training centre. Having invested £35,000 in equipment and facilities at the site in Bridgwater, Somerset, the company decided to offer training to the rest of the moving industry.

To be able to offer a service to the whole industry Peter Wright, the company's trainer, went on the BAR's 'Train the Trainer' course so that it could offer BAR accredited training to the industry. Then Peter left the company in 2007, the new trainer Ashton Philips and Angus Russell took up the role.

**“With BAR taking their training in-house in 2008 through BARTS we took the opportunity to rewrite all our courses in a more customer-focussed manner...”**

Angus Russell

“The reasoning behind this was to have Ashton focus on delivering operational and Driver CPC training and so that I could focus on delivering sales and management training to Britannia and the industry,” explained Angus. “With BAR taking their training in-house in 2008 through BARTS we took

the opportunity to rewrite all our courses in a more customer-focused manner to encourage the industry to train their operatives.”

Two of the courses offered at the Britannia Lanes Training Centre - Customer Care in the Removals Industry and Packing and Preparation of Loads in the Removals Industry - are 'cross-over courses' that allow drivers, porters and administration staff to be trained at the same time but ensure that drivers achieve their seven hours Driver CPC training per course.

“We have found that by mixing all three types of employee on the courses we get the most out of these courses and help to break down the barriers between the office staff and the operatives on the vehicles,” said Angus.

Angus delivers the Sales and Administration courses, mostly on behalf of Britannia Movers International. However Angus has also developed an intensive nine-hour Sales and Knowledge course covering all aspects of removals from domestic, commercial, shipping storage and European moves.

“The course is designed as a sales and knowledge tool to ensure that standards in the industry are kept up to date and to ensure that people are aware of the cost implications of a new market they are looking to enter or new products that may be of use in their business,” said Angus.

Courses available from Britannia Lanes taking place from September onwards on operative training are listed. Driver CPC training is also available.

### Manual handling & hazard awareness (1 day)

- Lifting & carrying techniques (manual handling)
- Planning and assessment
- Assessment of load
- Health & safety
- Reporting of accidents
- Prevention of accidents

This course reduces the likelihood of a personal injury claim against your company. *(It is recommended that students follow this course with the Packing fragile & non-fragile course.)*

### Packing fragile & non fragile course (1 day)

- Packing materials
- Packing of figurines and ornaments
- Packing of china and glass
- Packing of books
- Packing of general items, e.g. saucepans, etc.
- Packing of silverware
- Fabrics and tapestries
- Inventories

*(It is recommended that students follow this course with the Manual handling & hazard awareness course.)*

### Loading & unloading lorries/containers (1 day)

- Basic principles of loading vehicles
- Loading of containers
- Loading of vehicles
- Wrapping techniques for furniture, chairs, etc.

### Specialist items – clocks, pianos, barometers, chandeliers (1 day)

- Barometers: types and how to prepare for transportation
- Long case clocks: how to prepare for transportation and re-assembly
- Mantel clocks: how to prepare for packing
- Upright pianos: types and handling techniques
- Grand pianos: types and how to prepare for transportation and re-assembly
- Chandeliers: how to prepare for transportation

### Export packing skills (2 day)

- Materials used in export packing
- Principles of loading containers
- Export wrapping of chairs
- Inventories
- Export wrapping of square and easy furniture
- Import procedure
- Export wrapping of awkward items, e.g. pianos, office chairs, etc.
- Principles of loading cars and motorbikes into containers



● As well as covering basic skills like lifting and carrying techniques, Britannia Lanes also provides training in preparing valuable and antique items for transportation.



● David Hookins specialises in providing on-site training, which means that employees spend less time away from the workplace travelling.

## Training on site

David Hookins was BAR's field trainer from 2007 until 2010 when he started his own training company, Bridge Removals Training.

**H**is company provides industry-specific training courses and health and safety advice. David specialises in providing his training on-site which means that employees spend less time away from the workplace travelling. This helps reduce costs and helps David tailor training to meet each company's needs. But David also pointed out some areas where moving companies are falling short in the training department.

David explained that the removal process is built on confidence. "The customer has to be confident that the removal company will complete the removal to their satisfaction. The removal company has to be confident that their staff have the skills to carry out the removal. The staff have to be confident that they have received sufficient training to become competent in removal skills." He said that a structured training programme will ensure that staff receive the training they require which will improve their confidence and performance.

However many companies don't have a training programme at all. Training is often delivered randomly without thinking the whole thing through. "Many companies that I have trained with appear to have

no structured training programme in place and training appears to be booked randomly with no thought given to ensuring that basic skills are in place before learning advanced skills," he said. "Training should benefit both the company and the trainee for it to be entirely successful."

"Sales training is given to estimators, surveyors and salesmen but no thought is given to offering



**"Many companies that I have trained with appear to have no structured training programme in place and training appears to be booked randomly..."**

David Hookins

sales training to other members of staff such as office personnel or operatives," he explained. "All employees should be viewed as part of the sales team. Sales opportunities can easily be missed if staff have not been trained to look for them or recognise them."

David also said that communication is often weak and a better understanding of the various roles within a removal company and the importance of teamwork would be beneficial. "A successful removal relies on teamwork by all those involved, not just the removal crews. Improved communication will lead to improved performance and improved customer satisfaction."

He said that the standard, and level, of statutory training carried out within the removal industry is poor compared to other industries. Health and safety law states that 'all employees should receive sufficient and suitable training to allow them to carry out their roles safely' and that the training should be delivered by a 'suitably qualified and competent person'. "Many companies are leaving themselves open to fines and compensation claims because either their training is not up to standard or their training records are incomplete or out of date."

## WORKING SMARTER

Julie Blunt  
Associates

**D**o you ever get to the stage where you have so much to do that you end up doing nothing much at all? If you do, Julie Blunt could well help.

Julie is an executive coach and development consultant with over 20 years' commercial experience, specialising in personal effectiveness and leadership development. What matters, of course, is what that experience can do for you.

Julie will help you to work smarter rather than just harder. She will explain some proven techniques to help you pack more into and get more out of every day by delegating better, understanding your own strengths and those of your colleagues, dealing with distractions, and managing your time better too. Simple things like emptying your e-mail inbox can make a huge difference.



**See page 27 for contact details of all the training providers featured.**

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**FEATURE: TRAINING**

# RHA Training Roadshows

Autumn 2011 will see the Road Haulage Association running a series of high profile national roadshows focusing on compliance issues affecting the road haulage industry.

The RHA roadshows - supported by Iveco - will take place at various locations across the UK and represent a unique opportunity for RHA members and non-members to find out more about key national and regional issues, including:

- Fuel efficiency and Euro 6
- The NEST Pension Scheme
- Update from the Traffic Commissioner
- Access to the profession/ changes to CPC regs
- Changes to NI regulations
- The Olympic Games
- London Low Emission Zone
- Winter tyres (Scotland)
- Regional information (all)

**Prices**

RHA members: £80 + VAT

Non-members: £90 + VAT

**Venues and dates:**

South East	22 September
Greater London	28 September
North East	6 October
Scotland	12 October
Northern Ireland	19 October
North West	26 October
Midlands	2 November
South West	17 November

Visit [www.rhaonline.co.uk/courses](http://www.rhaonline.co.uk/courses) for more information or to make a booking.



● The RHA 2011 Training Prospectus is available to download from the website.



● Details of all the training available from the Road Haulage Association can be found on its website.



● Details of all the training available from the Freight Transport Association can be found on its website.

## FTA training courses and dates

The FTA provides regular training for its members on a variety of transport-related subjects. For more information on any of the courses listed below go to [www.fta.co.uk/services/training/](http://www.fta.co.uk/services/training/).

Date	Course	Venue
1 Jun	CPC Freight National Case Study Workshop	Bristol
1 Jun	CPC Freight National Case Study Workshop	Milton Keynes
1 Jun	CPC Freight National Case Study Workshop	Grangemouth
1 Jun	CPC Freight National Case Study Workshop	Leeds
2 Jun	CPC Passenger National Case Study	Leamington Spa
6 Jun	Passenger Operator Licence Awareness	Leeds
6 Jun	Dangerous Goods Safety Advisor	Leeds
6 Jun	Freight Driver CPC Community	Alfreton
7 Jun	Logistics Carbon Reduction Conference	London
7 Jun	Freight Driver CPC Community	Doncaster
7 Jun	Passenger Driver CPC	Leeds
8 Jun	Freight Driver CPC	Grangemouth
9 Jun	Freight Driver CPC	Grangemouth
13 Jun	Dangerous Goods Safety Advisor	Leamington Spa
13 Jun	ADR Refresher	Leeds
15 Jun	Operator Licence Awareness	Peterborough
16 Jun	Freight Driver CPC	Leeds
17 Jun	Freight Driver CPC	Leeds
21 Jun	CPC Refresher	Leeds
22 Jun	Operator Licence Awareness	Leamington Spa
23 Jun	Safety In Transport Conference	Coventry
23 Jun	Management Of Drivers' Hours & Records	Leeds
30 Jun	Operator Licence Awareness	Bristol

For further information or to book a place, call the FTA Member Service Centre on 08717 11 22 22 or e-mail [memberservices@fta.co.uk](mailto:memberservices@fta.co.uk).



## DAF launches new EcoDrive driver training programme

DAF has introduced its EcoDrive driver training programme in the UK to help operators get the maximum out of their drivers and vehicles.

**F**uel is one of the highest direct costs in running a transport operation with a potentially huge effect on the profits of a business. The need to operate vehicles as efficiently and as safely as possible is therefore of paramount importance to all road transport operators.

The DAF EcoDrive driver training programme will help UK operators realise the benefits of reduced fuel consumption, improved health and safety for drivers and better driver productivity through tailor-made training courses. Furthermore, most EcoDrive training courses satisfy the requirements for the Driver CPC.

Tony Pain, Marketing Director DAF Trucks, said, "The cost of running a road transport operation is climbing almost on a weekly basis and it's very important to ensure costs are kept to a minimum. Having well trained drivers can have a significant bearing on the bottom line and DAF's EcoDrive driver training programme can really help with those savings, especially as most courses can be designed

**"The cost of running a road transport operation is climbing almost on a weekly basis and it's very important to ensure costs are kept to a minimum."**

Tony Pain, DAF Trucks

specifically to suit each operator. This ensures the drivers improve their skill set and operators can reduce fuel consumption and, indirectly, service and maintenance costs as the vehicles are being driven efficiently."

For example, the annual fuel bill for a 44-tonne truck is in the region of £60,000. An improvement of just 3% in fuel consumption translates into a saving of £1,800, which can be multiplied further for every driver trained.

Pain added, "DAF has consulted its customers to develop and deliver a range of training courses around their needs. EcoDrive not only stands for 'economy' and the cost benefits that are associated with highly trained driver, but it also stands for 'ecological'; meaning that while drivers are reducing their fuel consumption they are also helping to drive down emissions".

DAF's EcoDrive driver training team have an in-depth understanding of how to get the best out of both driver and vehicle, and provide professional drivers with Driver CPC approved and qualified training to support every individual operation. Courses range from 'in-class' covering subjects ranging from fuel economy and the environment, safety and the law, customer care to tachographs and drivers hours. Additionally 'in-cab' training covers subjects such as driving style and how to get the best performance and economy from the DAF range of vehicles and can be provided with minimum disruption to work schedules.



## TRAINING DIRECTORY

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 Web: www.rhaonline.co.uk/courses

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NEWS: ON THE ROAD



## GOVERNMENT WANTS LONGER TRUCKS

The UK Department for Transport just launched a consultation to test reactions to its plan to allow longer articulated vehicles.

The aim is to increase their length by two metres to 18.75m but keep the 44-tonne top weight. The DfT says this could increase the UK's truck fleet capacity by 13% and cut carbon emissions by around 100,000 tonnes a year. The maximum length for a drawbar rig would remain at 18.75m. Some industry observers said they were surprised by the timing of the move as the European debate on type-approved trailer dimensions is still unresolved and could still lead to a four-metre goods vehicle height limit across the European Union.

If this goes ahead it could help the European moving industry as HHG tends to be limited by volume not weight.

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)



## Government crackdown on drink and drug driving

Improved testing equipment to detect drink and drug drivers will be given the green light by government and key changes made to streamline enforcement of both offences.



● Drink driving behaviour is entrenched in some offenders and needs to be tackled.

The government will also examine the case for a new specific drug driving offence – alongside the existing one – which would remove the need for the police to prove impairment on a case-by-case basis where a specified drug has been detected.

The measures are set out in the government's response to the North Report on 'Drink and Drug Driving' which was published last year.

The prescribed alcohol limit for driving will not be changed, with the focus instead on improving enforcement and education to tackle the drink and drug drivers who put lives at risk.

Transport Secretary Philip Hammond said: "Drink and drug driving are serious offences and we are determined to ensure they are detected and punished effectively. It is just as dangerous to drive impaired by drugs as alcohol so we need to send a clear message that drug drivers are as likely to be caught as drink drivers and that drug driving is as socially unacceptable as drink driving has become. That is why we will approve drug-testing devices and change the law to speed up the testing process, ensuring the police can bring drug drivers to justice."

He continued: "The number of drink driving deaths has fallen by more than 75% since 1979. But drink driving still kills hundreds of

people so we need to take tough action against the small minority of drivers who flagrantly ignore the limit. Their behaviour is entrenched and after careful consideration we have concluded that improving enforcement is likely to have more impact on these dangerous people than lowering the limit. We are therefore taking forward a package of measures which will streamline enforcement, helping the police to target these most dangerous offenders and protect law-abiding road users."



**"Drink and drug driving are serious offences and we are determined to ensure they are detected and punished effectively."**

Philip Hammond

On drink driving the government will:

- Revoke the right for people whose evidential breath test result is less than 40% over the limit to opt for a blood test (the 'statutory option'). The breath testing equipment used in police stations is now very accurate and technically sophisticated so a blood sample is not needed to confirm the breath test. The need to organise a blood sample can mean

that drivers who were over the limit when breath tested have fallen below the limit by the time their blood sample is taken – removing the statutory option will eliminate this loophole;

- Introduce a more robust drink drive rehabilitation scheme, so that we can require those drink drivers who are substantially in excess of the limit to take remedial training and a linked driving assessment before recovering their licence;
- Approve portable evidential breath testing equipment for the police – this will speed up the testing process and free up police time;
- Close a loophole used by high risk offenders to delay their medical examinations;
- Streamline the procedure for testing drink drivers in hospital.

On drug driving the government will:

- Approve preliminary drug-testing equipment - initially for use in police stations, and at the roadside as soon as possible. The Home Office is currently testing six drug-testing devices and hopes to be able to take decisions on type-approval by the end of June;
- Allow custody nurses to advise the police whether or not a suspected driver has a condition that may be due to a drug. This will remove the need to call out police doctors and so speed up the testing process – ensuring that drug drivers do not escape punishment because a doctor is not available and also freeing up police time;
- Examine the case for a new specific drug driving offence –

alongside the existing one – which would remove the need for the police to prove impairment on a case-by-case basis where a specified drug has been detected.

The full response to the North Report, which also includes the Department's response to the Transport Select Committee's report on the same subject, can be viewed at [www.dft.gov.uk/pgr/roadsafety/drivinglaws/](http://www.dft.gov.uk/pgr/roadsafety/drivinglaws/).



● Volvo continues to sell well in Europe and South America.

## Truck deliveries up 81% for Volvo

Volvo Trucks' global deliveries in the first quarter of 2011 were 81% higher than in the corresponding period last year and the company showed an increase in all major markets.

**D**eliveries to Europe increased gradually during the first quarter of 2011 and amounted to 11,084 trucks by the end of March, which is an increase of 123% compared to the first quarter of 2010. The important German market, where Volvo Trucks has strengthened its market position in 2011, noted especially strong growth. Great Britain and France also showed very positive development during this period.

All in all, deliveries in Western Europe during the first quarter totalled 8,223 trucks, which was 107% higher compared with the

same period in 2010.

Truck deliveries to Eastern Europe continued to increase compared to 2010 and were 187% higher than in the first quarter of 2010. Developments in Russia and Poland, the largest Eastern European markets for Volvo Trucks, were especially positive.

Up to and including March 2011, deliveries to South America totalled 5,439 trucks, an increase of 31%.

In all, Europe and South America are still the largest markets when it comes to the number of delivered trucks. However, the strongest percentage growth to the end of March was noted in North America.

## Greenery starts producing biofuel from waste crisps and pies

Greenery, a privately owned company that supplies one fifth of Britain's road fuel, recently announced that it has begun producing biodiesel from food waste.

**I**n a unique partnership with Brocklesby Ltd, a specialist in recycling edible oils, unsaleable food products such as crisps and pies, which would previously have gone to landfill or compost, are now being converted for biofuel and energy production. This new initiative helps to reduce the environmental impact of the fuel that Greenery produces while also creating a new alternative source of fuel.

Greenery has invested £50 million in its biodiesel production facility in Immingham on the east coast of England in order to efficiently process used cooking oils, which are more complicated to process than 'new' oils such as rapeseed. The company already uses significant quantities (more than 20 million litres a month) of biodiesel from used cooking oil supplied from a range of food producers.

In order to extend its use of waste-based biofuel even further, Greenery is now beginning to make biodiesel from high fat solid foods such as pies, sausage rolls, pastry and crisps which are not fit for sale because they are mis-shapen, overcooked or past their sell by date. These food products, which typically contain between 25% and 30% oil and fat, are sourced from a variety of food manufacturers nationally. Other suitable foods include taramasalata and oil from fish frying containing high quantities of breadcrumbs.

The oils and fats in these foods are extracted through a novel process developed by Brocklesby Ltd and are then further purified by Greenery. Only then are the oils and fats clean enough to be suitable for conversion into biodiesel. The finished biodiesel is then blended in small quantities into the diesel that Greenery supplies to petrol stations

nationally. Any food solids that remain after processing are currently dried and then either composted or used to produce energy through anaerobic digestion, but in future could be used to make solid biomass fuel pellets or briquettes, or more fuel for cars in the form of bioethanol. Waste water is used as a biomass crop fertiliser.

Andrew Owens, Greenery Chief Executive said: "We've always tried to find ways of reducing the environmental impact of our fuel and as oil prices continue to rise, it's obviously important to develop alternative sources of fuel. We are pleased to be at the forefront of finding new feedstocks for biodiesel production."

**"We've always tried to find ways of reducing the environmental impact of our fuel..."**

Andrew Owens

He continued: "The quantities of biodiesel that we're currently producing from solid food waste are small, but we're expecting to scale up so that this soon becomes a significant proportion of our biodiesel. To put it into context, just one of these new facilities could handle enough waste pies or crisps to fill a cruise ship. With multiple plants, the potential for this kind of technology to reduce fuel emissions is considerable. It's great to be taking these products, which would otherwise have gone to landfill or compost, and turning them into a new source of fuel".

**LEGAL CASE STUDY: SPECIALISED MOVERS**



## THE PRICE OF INNOCENCE (PART 2) THE VAT MAN COMETH

Those of you who read Nigel Shaw's tale of woe at the hands of the Health and Safety Executive in the May issue of *The Mover* (page 36) will recall that the story was incomplete.



**N**igel's story was about the problems he had and the money he lost as a result of a tragic accident. Although Nigel's problems with the HSE were resolved, eventually, the VAT people still had to do their worst.

Nigel, from Specialised Movers in Sheffield, explained that after the accident the HSE took all his books to do a financial investigation, presumably to establish whether any financial difficulties might have caused any H&S corners to be cut. While the books were missing he was unable to file a VAT return for that quarter and defaulted on a payment of around £30,000.

"We informed the VAT office that we couldn't make the payment," explained Nigel. "They accepted that we could make stage payments, sent us a letter accepting the arrangement and said that they

understood our position."

The stage payments continued at £10,000 a month for four years. The VAT office never changed the arrangement. Then the bombshell hit. "We got a VAT bill for £105,000," said Nigel. "They said it was for surcharges for default going back five years because we hadn't paid the VAT on time." The company was advised to pay £1000 a month while the matter was resolved to keep the VAT office off its back.

Last year Specialised Movers took the VAT office to court. The VAT office said it had been sending default notices to Nigel, but he had not responded. Nigel had not received the notices. They insisted that they had been sent so they must have been received.

Nigel's solicitors did some digging. It emerged that the premises' postcode had changed three years earlier but the default notices, that

**"We informed the VAT office that we couldn't make the payment. They accepted that we could make stage payments, sent us a letter accepting the arrangement and said that they understood our position."**

Nigel Shaw

were supposed to have been sent five years before, all carried the new postcode. Nigel's conclusion was that the notices had all been recreated after the event otherwise the older ones would have carried the old postcode. The judge thought all was not well either and instructed the VAT office to paying Specialised Movers £45,000 instead of the company paying £105,000 in surcharges.

The irony is that it was probably the letter of agreement sent to Nigel by the VAT office, agreeing to the stage payments, that had, quite correctly, stopped the computer-generated default notices being sent out in the first place. It was only the chance event that the postcode had changed that exposed what the VAT office had done.

The matter is now resolved without a stain on Specialised Movers' character. But what a nightmare!

## Turning the cameras off

As more authorities debate turning off their speed cameras, in a sudden about-turn Oxfordshire County Council has turned its back on. By **Bob Bluffield**.

The county was one of the first authorities to withdraw their funding for cameras, estimated at £600,000, which led to safety campaigners questioning their wisdom. Thames Valley Police announced that 72 fixed cameras and 89 mobile sites that were turned off last August were to be re-activated across the county from 1 April. According to a spokesman, funding will now be found from backroom savings and drivers attending speed awareness courses.

The decision to re-activate the cameras was taken following claims that an increase in speeding drivers had led to a greater number of collisions. Thames Valley Police reported that 83 people had been injured in 62 accidents at the sites of fixed cameras. Professor Stephen



**The decision to re-activate the cameras was taken following claims that an increase in speeding drivers had led to a greater number of collisions.**

Glaister, the Director of the RAC Foundation concurs that the cameras have played a major part in cutting accidents. Speaking in March, he said: "Speed cameras are controversial, but work done for us suggests that nationally each year they save 800 people from being killed or seriously injured."

A spokesperson for Oxfordshire County Council said that the decision would be "welcomed by the majority of drivers" adding: "Speed cameras are not the only way of saving life on the roads but Oxfordshire County Council has recognised they are part of it. Hopefully other councils considering turning off their cameras will not rethink their positions."

After tests were carried out by removing the cameras in Watlington Road, Cowley and on the A44 in Woodstock over a five-day period last August, they showed a marked rise in speeding drivers of 88% and 18% respectively. During the trial period drivers were not prosecuted but Inspector Paul Winks of Thames Valley Police described the results in August as "disappointing". He said: "It clearly means switching off the cameras

has given a green light to a small number of people to break the law. The consequence is more death and more death is unacceptable."

There are mixed opinions over the part cameras contribute to the reduction of accidents although an authority's decision to de-activate is more likely to depend on budget considerations. The latest authority to make a decision has been Northamptonshire who switched their cameras off on 25 March, 2011, although the police continue to use camera vans in areas where speeding is a concern. The local authority in Swindon turned their cameras off in July 2009. In August the Road Safety Partnership that was operated jointly by Wiltshire Police, Swindon Council and the County Council closed down through lack of funding and, according to their website, mobile cameras have also been withdrawn by the police across the county. In Staffordshire, 263 cameras costing £800,000 have been de-activated but are due to remain in place as a deterrent and at any site where a motorist or pedestrian is seriously injured the camera will be re-activated.

# Nuss Relocations Australia

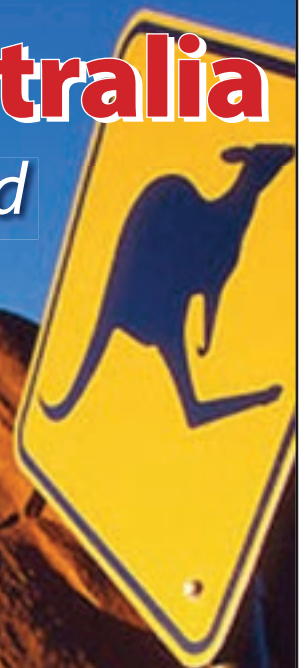
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PROFILE: FOX REMOVALS & STORAGE

# Fox: forty years old and still

2011 marks the 40th anniversary of South Wales-based company Fox Moving and Storage. The family firm, which was established by Roy Fox in Cwmbran in 1971, is the largest removals and storage company in Wales and has gone through various mergers, acquisitions and rebranding before consolidating everything under the Fox banner in 2000.

**W**hilst it is the largest removal and storage firm in Wales with locations in Cardiff, Cwmbran, Newport and Newtown, the company does much of its work outside the principality with additional premises in Bristol, Southampton and Stourbridge, supplemented by a franchise network of 14 agents ensuring that Fox has UK-wide coverage.

Managing Director Paul Fox said: "When my father established Fox 40 years ago he was determined to make a success of the business and from an initial investment of just £6,500 he opened Wales' first purpose-built container warehouse complex within eight years. But he could never have foreseen the way that the company would evolve. We are proud to be celebrating our 40th anniversary which is testament to the hard work and dedication that has been shown by all our staff during that time."

Whilst the company is proud of its success, it has not been easily won as Paul explains: "In 2006 we were acutely aware that storm clouds were gathering – in our view the housing market inflation wasn't sustainable and we were waiting for that bubble to burst. We knew that it was vital for us to diversify in order to survive in a potentially difficult market."

This diversification is tangible and there has been a massive shift in Fox's focus during the company's history. Whereas when it started it was entirely UK-based removals, the business has now found a different balance with approximately 50% of revenue coming from international moving with the depleted local

housing markets now only accounting for 16% of business. Military family relocation, office moving and storage currently make up the balance of its turnover.

To facilitate these changes, in 2007 the company sold two underutilised freehold warehouses in Newtown and Cardiff. This freed up capital to secure the company's future.

After spotting a gap in the market in 1995, the company diversified into self storage and has increasingly invested in these facilities as a means of underpinning its traditional removals business. The self storage facilities are driven by customer demand with busy householders and expanding businesses needing instant access to secure space.

The company additionally has a strong foothold in the international market and acquired the UK depot of the giant American vanline, ATLAS. Fox has successfully managed to integrate the business which is situated in the container port of Southampton. Company Director Stephen Denning instigated the deal as part of his drive to grow the international side of the business. Fox works with international organisations worldwide and has military contracts which sees it relocating 1,000 military families annually to and from bases all over the world.

In acknowledgment of the increasing revenue coming from international removals, Fox continues to focus its attention on this growing market as well as placing a bigger emphasis on corporate clients and business moving.

Paul said: "In our 40 years, nothing has had the same impact on our business as the crash in the



**"... we are hopeful for the future. We believe that intuition and sound judgement have played a large part in our longevity ..."**

Paul Fox

housing market which effectively decimated the removals industry. In these circumstances doing nothing is not an option and the contraction we instigated in 2007 enabled us to maintain a strong financial base and move forward whilst others foundered."

"However, despite the difficulties faced over the last few years we are hopeful for the future. We believe that intuition and sound judgement have played a large part in our longevity and that forward planning has allowed us to prosper, even in



# moving on up



the worst of times. We are optimistic that we are in an ideal position to benefit from a resurgent market when the upturn eventually comes."

Very much a family firm, founder Roy retired 16 years ago but remains part of the company as a non-executive director. Son Paul joined the firm in 1977 and grandson Daniel came on board three years ago, ensuring that the Fox family are still a driving force in the company's success.

Starting at an office in a terraced house in 1971 the firm went on to

**"We are proud to be celebrating our 40th anniversary which is testament to the hard work and dedication that has been shown ..."**

Paul Fox

● Winners in the generation game - left to right: Paul Fox, Managing Director; Roy Fox, founder and grandson Daniel.

form a national group by 1986. This has allowed the company to develop a sophisticated business, enabling it to facilitate a one stop shop for all moving and storage needs. In these 40 years it has gone from strength to strength, with its green liveried vans becoming a familiar sight on the roads of south Wales, the UK and even thousands of miles away in Continental Europe.

Read *The Mover* online at [www.themover.co.uk](http://www.themover.co.uk)





# Meet the Smellys

Leave two or more movers together and before the first pint of Theakstons Old Wollop has left the glass, they'll be swapping stories. Most will be embellished over years of telling, some will be untrue, many will involve sex or the threat of it, and all will be rattling good tales. This is your opportunity to get one of your many yarns into print. No need to keep them to yourself any longer: tell all. Here's one of the editor's to get you started. By **Steve Jordan**.

It was in the mid 1980s. I was a very young, inexperienced salesman working for Avalon Overseas in London (now part of TEAM). I was the proud owner of an AnsaFone on which my calls for the following week were recorded by the office every Friday night. After a long day on the road, and with the sounds of my Vauxhall Cavalier and the M1 motorway still ringing in my ears, I listened to my messages while pouring my first Scotch of the weekend.

What was that? Smelly! Sure enough my first call on Monday morning was for a Mr. and Mrs. Smelly from Norfolk. No surely, it couldn't be. It must be Smiley, Snell, Smallely, or something but nobody could be called Smelly – could they?

All weekend I fretted. What was I to do? I couldn't knock at the door and say, "Good morning Mr. Smelly."

**What was that? Smelly! Sure enough my first call on Monday morning was for a Mr. and Mrs. Smelly from Norfolk. No surely, it couldn't be.**

I just couldn't. I had no opportunity to check with the office. The call was at 9.00am. If I waited to find a phone box in rural Norfolk so I could check with the office, I'd be late. Even then they could have made a mistake. They must have.

Monday morning came. I set off at 6.30am in great trepidation. By 8.30 I was looking for the address in a small village just outside Norwich. The address not being obvious I called at the Post Office for directions. "Who lives there?" said a distracted, rather surly, roll-up smoking shopkeeper, "I only know the names not the addresses."

"Er, the name I have is Smelly," I spluttered.

"Well why didn't you say so," he said with a grin of recognition and none of amusement. "The Smellys live at the top of the hill. Big house on the left. Red pick-up in the yard probably."

Magic! Not only had I found the address, I knew they were really called Smelly. I'd be fine now.

A pretty blonde woman in her 30s came to the door. "Good morning Mrs. Smelly," said I, "Steve Jordan, Avalon Overseas."

"Good morning Mr. Jordan," she replied with a beaming smile. "Do come in. Tea?"

**Magic! Not only had I found the address, I knew they were really called Smelly. I'd be fine now.**

I'd cracked it. The rest would be easy. "I'll give Smelly a call, he only works down the road, he'd like to see you." Fine thought I. I didn't even crack a grin when he walked through the door. A handsome man of around 40, smartly dressed but with hands that said he knew what hard work was about. He was powerfully built but athletic. If he played rugby he'd be wearing the No:10 shirt.

I even kept a straight face when introduced to the little Smellys. The girl, about eight, blonde like her mum; and a boy, two years

younger with food in his hair and a swagger that suggested he was probably better on your team than against you.

I surveyed the house, discussed their forthcoming move to New Zealand, worked out the price and even converted the job before the second cuppa was cold. I was feeling pretty pleased with myself. Then I went too far. I should have quit while I was winning.

"Why are you moving to New Zealand?" I asked as I repacked my briefcase ready to leave.

"I am joining my brother's business," said Smelly. "He's been there for nearly five years now and doing very well."

**I was feeling pretty pleased with myself. Then I went too far. I should have quit while I was winning.**

"What line of work is he in?" I said, ignoring the deafening clang of alarm bells that were going off in my head and all my instincts that told me to get out before I put my foot firmly in the brown stuff. But, it was too late. The point of no return had been reached.

"Pig farming!" explained Smelly with a kind grin. "My family has been in pigs for years."

It was about now that I lost control of my bodily functions. A weekend of tension followed by two hours of miraculous self control was too much for me. I exploded. I coughed. I wheezed. My eyes bulged in my effort to retain some sort of cool, but I failed. The Smellys and their children laughed with me. They had enjoyed the game as much as I had revelled in my misplaced pride. When I asked about the business, the Smellys must have internally leaped for joy at yet another victim reeled into their lifetime's joke. I didn't disappoint.

What a hoot! Nice people. Great job. Never forgotten.

SMILEY, SNELL,  
SMALLELY, SMELLY?



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**TRANSPORT:** LONDON LEZ

## Changes to the LEZ explained

The Low Emission Zone (LEZ) prevents the use of the highest polluting commercial vehicles within the Greater London area (roughly within the M25).

**C**urrently all vehicles over 3.5 tonnes need to be using Euro 3 engines but, from 3 January, 2012 this requirement goes up to Euro 4. In addition, smaller vans between 1.2 and 3.5 tonnes Gross Vehicle Weight, will need to meet the Euro 3 standard.

Only vehicles first registered after 1 January, 2002 will meet the Euro 3 standard and only vehicles first registered after 1 October, 2006 will meet the Euro 4 standard (unless they have been modified).

### When does it operate?

The Low Emission Zone (LEZ) operates 24 hours a day, every day of the year, including weekends and Bank Holidays.

Charging days run from midnight to midnight. So if you were to enter the LEZ in a vehicle that doesn't meet the required emissions standards at 11:30pm and exit at 1.00am the next day, you'd need to pay for two days.

Vehicles parked in the zone but

not driving are not subject to the LEZ requirements for that day.

### How does it work?

There are no barriers or toll booths within the LEZ. Instead, cameras read your number plate as you drive within the LEZ and check it against a database of registered vehicles.

This database is compiled using information from The Driver and Vehicle Licensing Agency (DVLA), the Vehicle Operator Services Agency (VOSA), the Society of Motor Manufacturers and Traders (SMMT) and drivers and operators who have registered directly.

This tells Transport for London automatically whether your vehicle meets the LEZ emissions standards, is exempt, is registered for a discount or if you've already paid the daily charge.

### Why have an LEZ?

The LEZ was introduced in 2008 to encourage the most polluting diesel vehicles driving in London to become cleaner.

To drive within the LEZ without paying a daily charge, your vehicle must meet certain emission standards that limit the amount of particulate matter coming from its exhaust. Particulate matter is a type of pollution that can contribute to asthma, heart and lung disease, other respiratory illnesses and even early death.

By reducing traffic pollution, the aim is to improve the health and quality of life of everyone visiting, working in or living in London.

### What are the penalties?

If you take a non-compliant vehicle into the LEZ you must pay a daily

charge of £100 for a small vehicle and £200 for a large one. If you fail to pay the charge you will be liable to a fine of up to £1000.

### Don't confuse the LEZ with the Congestion Charge

The LEZ isn't the same as the Central London Congestion Charging zone. The Congestion Charge applies 7:00am to 6:00pm Monday-Friday, excluding Bank Holidays. If you drive within the Congestion Charging zone during these times you will have to pay the Congestion Charge, even if you meet the LEZ emissions standards or have paid the LEZ daily charge.

## @ Comment

**The LEZ has been operating in London for three years now. These forthcoming changes are just the tightening of an already creaking screw. How has the LEZ affected your business? What advice would you give to companies that will be caught for the first time by the Phase 3 and 4 changes?**

Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk)

# LIFE ON THE FRONTLINE

BY DAVID JORDAN

## John Hannigan, Britannia Sandersteads

Senior Foreman and European Road Train Driver John Hannigan was recently recognised by his company, Britannia Sandersteads, for his long, unblemished service having worked with the company for over 15 years. Today he is very much at home in his Scania with its drawbar trailer on long European trips.

He first joined the company in 1993 as a part-time driver of 7.5 tonne vehicles. When he joined the company full-time 15 years ago Britannia Sandersteads put John through his HGV training and they have not looked back since.

John's first European trip was to Bordeaux 10 years ago. Today he spends most of his time on European work. "Somehow it just gets into your blood," he explained. "I really enjoy the freedom. It's like being your own boss. Out and about all the time, meeting new people and mixing with different cultures." Often John is away for two weeks at a time, sometimes more. If a load comes up while he's away, he might end up doing a second trip straight away and staying away for another fortnight. He doesn't complain: he enjoys it.

"He has attended and passed every training and packing course available to him and has proved to be a highly valuable asset to

the company and role model for some of the younger staff," said Stuart Almandras, Company Director.

In the years that John has been travelling to and through France he's seen many changes but he says the biggest one is the speed traps which are all over the place. "When you are driving a fully loaded drawbar downhill you really have to watch your speed."

John also said that the French have a different interpretation of the drivers' hours regulations than the rest of Europe. Instead of a nine-hour day meaning two periods of 4.5 hours with a 45 minute break, the French want drivers to do three periods of three hours with a one-hour break between each. "If you don't comply they can't prosecute but they'll find something to do you for. It's best to stick to their rules."

Asked what he enjoyed most about his job, John said that it's keeping the customers happy that matters most. "I enjoy a job well done," he said. "Most people are very nervous when they are moving. It's good to do the job the way they want it done."

In recognition of his exemplary service, Stuart Almandras presented John with a Swiss time piece, "Not that John has ever had a problem with punctuality," said Stuart. He was also awarded an extra week's annual leave a year.

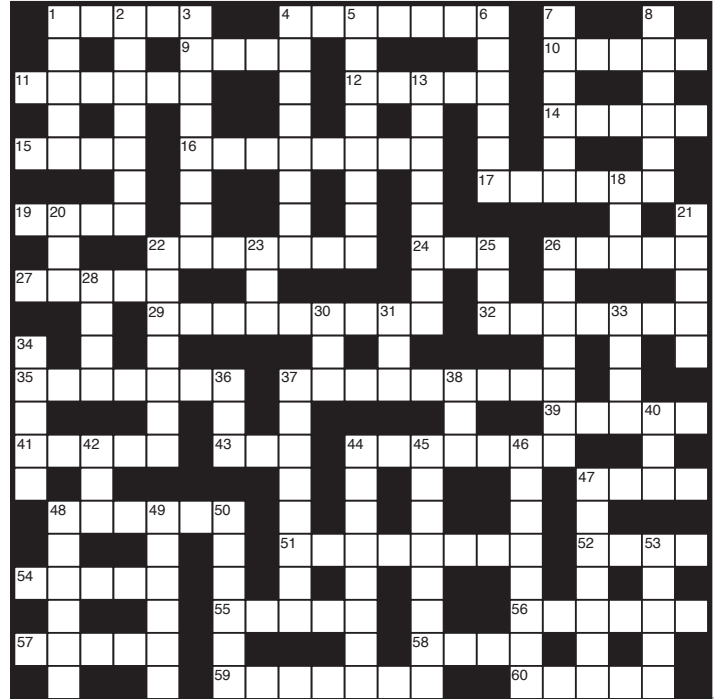


John Hannigan (right) and Stuart Almandras of Britannia Sandersteads.

# Crossword



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### Across

- 1 A trip out (5)
- 4 Childish fit of rage (7)
- 9 A blasphemy (4)
- 10 British snake (5)
- 11 Interlocking puzzle (6)
- 12 Trail or path (5)
- 14 Poppy drug (5)
- 15 Celebrity (4)
- 16 May flowering tree grown in hedgerows (8)
- 17 To excuse (6)
- 19 To sketch (4)
- 22 Content and happy (7)
- 24 Doze (3)
- 26 Long-handled spoon (5)
- 27 Petite (5)
- 29 Publicise (9)
- 32 Glamorous Bobby? (7)
- 35 West Indian ballad (7)
- 37 Person next door (9)
- 39 Below (5)
- 41 Railway vehicle (5)
- 43 Faint of sight (3)
- 44 Put into words (7)
- 47 Lose brightness (4)
- 48 Riches (6)
- 51 Emits rays (8)
- 52 Nil (4)
- 54 Senior tree? (5)
- 55 Dear Sir or ... (5)
- 56 Smith, knot or flat (6)
- 57 Stuff yourself with food (5)
- 58 Story (4)
- 59 Thick syrup (7)
- 60 Absurd (5)

### Down

- 1 Cut of roast meat (5)
- 2 Loosen a jar lid (7)
- 3 Municipal building (4,4)
- 4 Decade before life begins? (8)
- 5 Undiscovered (3,5)
- 6 Cosmetics (4-2)
- 7 Mist of water (6)
- 8 Come back (6)
- 13 Proclaim (8)
- 18 Aged (3)
- 20 Male sheep (3)
- 21 Listen to (5)
- 22 Toddler's den (7)
- 23 Imitate (3)
- 25 Fill out with stuffing (3)
- 26 Beggar in 'Luke' (7)
- 28 Cain's brother (4)
- 30 Digit of foot (3)
- 31 Hang heavily (3)
- 33 Ground (4)
- 34 Sharply angled (5)
- 36 Unusual (3)
- 37 Given numerals (8)
- 38 Pub counter (3)
- 40 Finish (3)
- 42 Attainment in years (3)
- 44 Widespread disease (8)
- 45 Sponger (8)
- 46 Chipolatas (8)
- 47 Pop star's letters (3,4)
- 48 Weeping tree (6)
- 49 Pantry (6)
- 50 Recluse (6)
- 53 Nursemaid or female goat (5)

- Solution on page 44

**REPORT:** EuRA CONGRESS 2011

# EuRA Congress 2011

By **Dominic Tidey**, EuRA Operations Manager.

**W**hy do people attend conferences? Each year, after our International Relocation Congress, we send all our delegates an online evaluation examining every aspect of the event. We get very clear feedback on the quality of the conference sessions, the networking opportunities and the venues, but what is far harder to pinpoint, is the motivation for delegates to attend in the first place.

**A conference is so much more than a purely business event, especially when there are so many cultures involved as delegates.**

Here at EuRA ([www.eura-relocation.com](http://www.eura-relocation.com)) we have run our International Relocation Congress for 14 years, starting in Barcelona with 125 delegates, and ending up this year, in Palma de Mallorca with 575. Clearly we are doing something that appeals to our delegates, but pinning down a single factor is almost impossible.

One thing we learned this year was how pivotal such events become to the relocation industry, marking out the year and providing a structure for marketing planning, vendor management and new business procurement. Our 2010 event was cancelled as a result of the eruption of the Eyjafjallajökull volcano and the subsequent closure of Europe's airports. Many of our delegates from the HHG industry were already stranded in Australia and Asia as a result of attending the FIDI conference in Perth and although we as a team were on-site in Palma having driven there, by Monday it became clear that we were going to be there alone! Once the decision was taken to cancel, we received 350 e-mails in thirty minutes from delegates, relieved that we had taken the decision on their behalf. Consequently nearly 24 months elapsed between conferences and it was very

interesting talking to our delegates at other events around the world about what effect this had had on their networking. The cancellation of the EuRA event had actually increased their costs as a result of needing to arrange partner, supplier and client meetings individually. So one major factor for the growth in the numbers of delegates at our event is definitely cost saving.

Over the years we have structured the event to give delegates the

have been in a Berlin nightclub, a Copenhagen theatre, a cruise ship on the Vltava river and a palazzo in Rome.

A conference is so much more than a purely business event, especially when there are so many cultures involved as delegates. We had delegates from 45 countries in Palma this year, and they represented an incredibly diverse spectrum of how business is conducted. Our keynote speaker, leading interculturalist Fons Trompenaars, is an expert at deconstructing how cultures do business. Take Spain, our host country this year. As a culture, the Spanish will use time, in a non-linear, less constructed way than say, the British and the Germans.

enable business to be done and the informal social events that foster the relationship building, is pivotal in our planning and is probably one of the success factors behind the conference.

When attending other mobility conferences around the world, it is interesting to see the different approaches that are taken according to the business culture of the country. One of the most important dates in the relocation calendar outside Europe is the WERC Global Mobility Symposium held in a different city in the USA each October ([www.werc.org](http://www.werc.org)). The conference is built around an exhibition hosting hundreds of exhibitors and this is the primary networking function. Attracting well over 1,000 delegates, the event is huge and impressive, but very different in its character to the EuRA International Relocation Congress, as it is built to facilitate an American style of doing business. Breakfast meetings and early nights are the style, reflecting the US business culture. This is an event to facilitate business rather than build relationships, and this is a reflection of the cultural paradigm at work in the USA.

**By day three, delegates have more or less met with everyone they need to see, done the business they came to achieve and are ready to party.**



maximum balance between industry sessions, networking time and crucially, two structured networking events. One emphasis we have always placed on the event in response to delegate requests is holding two memorable parties. The formal Gala Dinner enables everyone to meet, share information, enjoy a truly spectacular meal in an amazing location and catch up on the year's business. The final night is a full-on party. By day three, delegates have more or less met with everyone they need to see, done the business they came to achieve and are ready to party. This year in Palma, we held our final night party in the spectacular and amazing surrounds of Galdent, a limestone cave in the mountains outside the city. In the past we

The impact that this has on business culture is the extraordinary emphasis that cultures like Spain will place on the relationship that needs to be formed before business can be done. In this type of culture, lunch is more important than the agenda of the meeting. In Germany and the UK, the opposite is true. The relationship building is secondary to conducting business. Whether we like each other is unimportant so long as we plan what we will do, stick to what has been agreed and carry out the tasks that will result in business being concluded. Looking at these kind of cultural imperatives is central to the planning of our event as we have such cultural diversity in terms of delegates. Striking the right balance between the formal environment that will

So, why do we attend conferences? Humans are essentially social animals, and whether we are doing business together in a boardroom or over a dinner at an industry event, we are inevitably forming and maintaining relationships. A new theory of organisational management by Dr Elizabeth McMillan of the UK Open University Complexity Science Research Centre, takes self organising systems within nature as a starting point in examining how working in groups is essential to human nature. Maybe it is this primal urge to work in tribes that explains our desire to meet en masse at an organised event. And if that is the case, then like the festivals celebrated across the indigenous cultures of the world, we all just love to party!

# How standards are created

BSI is the only UK National Standards Body (NSB). It is responsible for facilitating the drafting, publishing and marketing of British Standards. By Sarah Horsfield of BSI's Removal Services Committee



**A**lthough it is independent of government, BSI works closely with the Department for Business, Innovation and Skills (BIS) and a wide range of government departments and agencies in both the standards-making process and to ensure standards help deliver government policy.

Technical committees (and sub-committees) agree the scope and purpose of a new standard. They communicate these to a working group, or drafting group, whose job it is to draw up the initial draft of a new standard.

Standards are drafted within specific rules to ensure that they can be applied consistently.

A draft version of each standard is made available for public comment, at which time anyone with an interest can express their views. All feedback is considered before the finished standard is approved and published.

BSI staff coordinate the work of experts to ensure that developments in business and consumer interests are embraced and reflected in new standards, and that standards are published to schedule.

All individuals, organisations or businesses with a vested interest can influence content.

## Technical committees

Standards are developed through a process of consensus in one of the BSI's many technical committees. The majority of work is carried out

using Internet-based methods, although committees do meet when necessary.

Technical committee members include industry experts, representatives from business, government, research, test and certification organisations, universities and academic institutions, consumer interest groups and trade unions. Individual businesses are rarely directly represented on committees.

**A draft version of each standard is made available for public comment, at which time anyone with an interest can express their views.**

Representation is usually through groups with a related interest (for example, trade associations) to ensure that as wide a consensus as practicable is reached. In some cases, where individuals have a particular expertise, they might be co-opted onto a committee so that they can contribute directly.

When standards reach the Draft for Public Comment stage, they are circulated via BSI's online consultation process - please see: <http://drafts.bsigroup.com/>.

## Why should I get involved?

BSI welcomes approaches from those who are interested in influencing standards. It requires time and effort, however there are a number of direct benefits that can be gained from participation in the development of standards that are relevant to a business.

Taking a direct role in the drafting of standards through BSI will allow businesses to:

- Use the knowledge already established in standards that can support evolutionary business ventures, decrease development time and increase speed to market;
- Be pro-active in putting forward the business case for adapting existing standards to suit new products or technologies;
- Take a leadership role by considering the business case for initiating new work where no relevant standards exist;
- Take advantage of the immediate benefit of networking both professionally and personally with experts from the same business/technology area;
- Be fully and currently aware of developments and trends in the standards the business is interested in;
- Be fully involved in the standards drafting process so as to actively influence and guide the content of the published national, international and/or European standard;
- Make efficient use of their time used for standards work by being involved in either technical

committees, sub committees or panels which are focused in the areas they are interested in;

- Be able to identify and take part in new areas of standards work and hence be in a position to have advanced knowledge of any emerging or developing markets

## Standard for removals services

As seen, BSI already has a number of published standards on furniture removals, from storage of furniture and personal effects for private individuals to commercial moving services. With the publication of the new Standard, BS 8564 Overseas Removals Services: Requirement for Overseas Removal Services, Dan Palmer, BSI's Head of Market Development for Services and Manufacturing hopes that it will provide a solution for the industry: "Overseas removals are a headache for both businesses and consumers. Standards are already a well-established source of good practice for domestic and commercial removals in the UK, and this new work has the potential to boost customer confidence in overseas removals."

Hopefully this new Standard will help UK overseas removals firms set themselves apart to consumers or commercial clients.

**Sarah Horsfield is the secretary the Removals Services committee at BSI. E-mail: [sarah.horsfield@bsigroup.com](mailto:sarah.horsfield@bsigroup.com). Visit: [www.bsigroup.com](http://www.bsigroup.com).**

**INSIGHT: LEASE NEGOTIATIONS**

# Tenants have the upper hand in lease negotiations

In the current tenants' market, there are tactics available to get the best deal when entering negotiations for a new lease. By **Shayne Foley** of Keystone Law.

**T**he recession has torn up the traditional rules regarding landlord and tenant bargaining positions with, in most cases, the balance shifting to the tenant. As Shayne Foley explains, there are various tactics tenants can employ at the very outset of lease negotiations to ensure a good deal.

If your business's accommodation needs are growing, now is an excellent time to consider securing space into which to expand. Conversely, if they are diminishing, you may be surprised by how flexible your landlord will be to work with you through this difficult time.

## Once you have identified suitable premises, the usual starting point is for the landlord or their agent to supply you with a draft 'heads of terms' for negotiation.

Once you have identified suitable premises, the usual starting point is for the landlord or their agent to supply you with a draft 'heads of terms' for negotiation. Although these terms are not legally binding, they will have a huge bearing on your final lease and it is therefore vital that you consider them very carefully and take legal or other professional advice before you sign them. The clearer the terms, the less protracted and costly the actual lease negotiation should prove to be.

So, what should you look out for when negotiating the heads of terms?

### Landlord's security

From the landlord's perspective, the better the strength of your covenant, the less likely you will be to default on your lease obligations, particularly the payment of rent.

You will be expected to present accounts and other business details for the landlord's consideration.

Landlords will frequently demand security against the risk of a tenant defaulting. The usual forms being either:

- A rent deposit, ranging from 3-12 months' rent equivalent to be paid in advance and held by the landlord in a separate designated interest bearing account; or
- A guarantor, most frequently a personal guarantor, company director or from a parent company.

Consider demanding an early repayment, either whole or part of the rent deposit during the lease term if the tenant can demonstrate financial soundness.

### The premises

It may appear obvious, but the precise extent of the premises should be clearly identified at the outset. The landlord should supply up to date plans. The terms should explain any associated rights, such as parking, storage and hours of use.

### Rent, rent-free and other concessions

It is advisable to take independent valuation advice on the rent and other rental concessions such as rent-free periods. As a very minimum, the initial rent-free period should reflect the time and cost it takes to fit-out the premises to the tenant's specific needs. In a depressed market, landlords are frequently willing to extend this period in an effort to entice new tenants.

### Rent review

For leases exceeding three years, landlords will almost certainly wish to protect their asset's long-term value by having the right to review the rent during the lease. Again, this is a matter for valuation advice. Tenants often favour Retail Prices Index (RPI) rent review mechanisms because the rent increase is generally less susceptible to dramatic increases than the more traditional Open Market Value (OMV) process. RPI reviews are also usually settled

more quickly and are less expensive than OMV reviews.

### Lease term and break options

Generally, lease terms range from three to ten years. The longer the term, the more important it becomes to secure ways of terminating the lease early should your business's circumstances change. The best way to achieve this is through a break option in the lease, which can either be exercisable at a fixed date (say upon the third anniversary) or at any time after a particular date (known as a rolling break). Ensure that the only pre-conditions to exercising a break are the full

## Generally, lease terms range from three to ten years. The longer the term, the more important it becomes to secure ways of terminating the lease early.

payment of rent and other sums owed and the vacation of the premises. Landlords may seek an "exit penalty" whereby the break is conditional on the tenant paying a pre-agreed amount. If you are in doubt you should seek advice.

The service and validity of break options are usually construed strictly by the courts. If the break notice is served late or by an incorrect delivery method, it risks being invalidated with the regrettable consequences of the lease continuing. It is therefore vital not only to diarise the relevant break date well in advance, but also to take legal advice in respect of the actual service.

### Alienation - your right to assign the lease or underlet the premises

Break options are not the only method to unload your lease burden.

It is standard practice for tenants to have the right to either assign (transfer) the whole of the lease or underlet the whole of the premises, subject to the landlord's prior written consent. If you do assign the lease, you will have to guarantee the assignee's (incoming tenant's) performance of the lease covenants.

Depending on the layout of the premises, it may be possible to underlet in distinct units or entire floors. Consider requesting a right to underlet an entire floor or a predefined or designated part.

### Repair

Generally, you will be required to keep the premises in "repair" and return them to the landlord at lease expiry in good condition. Clearly, if the premises comprise the entire structure, roof and foundations, this can be a major commitment and potential risk on the tenant's part. If so, you should have the premises fully surveyed and identify any problems at the outset, attaching them to the lease in the form of a professionally prepared 'schedule of condition'. The terms should be clear that the tenant is not responsible for putting the premises into any better condition than that evidenced in the schedule.

### Alterations

The lease will almost certainly require the landlord's consent to non-structural alterations. In order to avoid depleting any rent-free periods, you should prepare any works or fit-out specifications as early as possible to ensure that the appropriate landlord's consent, a 'licence to alter', is available upon completion of the lease.

### Hidden costs

These may include:

- Service charges: In the vast majority of cases, the landlord will provide services to its tenants, especially in multi-let buildings or those on large estates. You pay a fair proportion of the costs of these services, which the landlord recovers under its service charge regime. The service charge can



fluctuate and therefore you should request as much information as possible at the outset. If you are concerned about potential future costs, make it clear that you do not expect to contribute towards major items of capital expenditure nor for empty premises elsewhere in the building. Finally, ask for a service charge cap.

- **Insurance:** Generally, the landlord will insure the building and estate within which the premises are located and recover a proportionate cost from its tenants. Ascertain the likely costs at the outset. The landlord should have detailed records.

- **Stamp Duty Land Tax:** this is a tax based on the lease's cumulative rental value over the term, payable to HM Customs and Excise within 30 days of the lease.

- **Rates:** Business rates are payable directly to the rating authority by all occupants. Request the information from the landlord or enquire directly of the rating authority.

Finally, each deal is different and throws up a unique set of facts. The whole process can take longer than you would expect. Do not hesitate to get the professionals involved at the very earliest stages of the negotiation. By doing so, you could save yourself valuable time and costs in the long run.

**Shayne Foley** is a solicitor in the **Keystone Law** commercial property team and will be happy to assist you in relation to any property issues, visit [www.kestonelaw.co.uk](http://www.kestonelaw.co.uk).



● With the balance in lease negotiations swinging in favour of tenants, now may be a good time to consider expanding into larger premises.

Read *The Mover* online at  
[www.themover.co.uk](http://www.themover.co.uk)



**TIME OUT: INTERDEAN RUGBY 7s**

# Interdean Rugby 7s

## Has your company entered a team?

On the 6 August, 2011 Interdean will be holding its annual Rugby 7s tournament at the London Wasps training ground in London in aid of Marie Curie Cancer Care.



● Above: ex England international player Jason Leonard presenting the trophy to the team captain of 'The Meddlers', the winning team in 2008. Below: the winning team from 2010 'The Church' with the Interdean tournament organisers, Paul Evans and Ali Jeffery from Marie Curie.

**A**ny company may enter a team and try its hand at winning one of the four trophies up for grabs: the Interdean corporate trophy and three league trophies. There is also an additional award for the biggest donation to Marie Curie. There is a good chance that London Wasps players will be there on the day to hand out the trophies.

Team entry costs £100 per team for entries received in June and £120 if your entry is not received until July. Teams must include a minimum of 12 players. There is room for only 16 teams so, if you are interested, get your place booked now.

Sponsors include: Asian Tigers, Santa Fe, Wridgways in Australia, Big Yellow, Cadogan Tate and Alfa Relocation from the moving

industry. Last year there were also non-industry sponsors including Deloitte, Barclays, Bruno Menswear, Ri2K, etc. Interdean also welcomes additional sponsorship for this family event.

Entry on the day for spectators is £5; children under 16 will be allowed in free as long as they come with an adult. Apart from watching the skill of the players and cheering on your own team there will be lots to keep everyone in the family entertained: a bouncy castle, family games, barbecue, cake stalls, ice cream, and a fire engine for the kids to play on. There will also be a raffle with some super prizes including a holiday to Egypt for two; a case of Dom Perignon; a spa weekend break; £500 of Aftershock vouchers; an LCD TV; and designer handbags (that's Christmas sorted



chaps!). There will also be alternative therapists on hand to relieve the pain of any nagging ailments - not just for the players!

To quench the inevitable thirst that Rugby, or even the proximity to it, generates, there will be beer tents open all day. Come evening time there'll be live music to liven up the atmosphere even more.

**For more information contact:**  
**Andrew Elliman, e-mail [andrew.elliman@interdean.com](mailto:andrew.elliman@interdean.com), or call 0208 963 2588;**  
**Jenny Mathieson, e-mail [jenny.mathieson@interdean.com](mailto:jenny.mathieson@interdean.com), or call 0208 963 2578.**  
**The London Wasps training ground is in Twyford Avenue, Acton, London W3.**




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CARTER	0
KNIGHT	0
EXTRAS	0
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RATE ACHIEVED	0.0
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**30 YEARS IN BUSINESS: BRITANNIA MOVERS**

# Britannia at thirty

One of the biggest names in the moving industry, Britannia Movers International, turned 30 this year.

**B**ritannia has sprung from relatively humble beginnings to become one of the largest moving groups in Europe. The company will be having a year of celebration to mark the anniversary and to bring together the global family of Britannia.

Britannia was born as a response to the increase in shipping traffic to the principle Commonwealth countries in the 1970s. It gave the smaller, family owned companies the opportunity to compete with the established international movers. Britannia began in 1981 with a small cooperative group of 14 companies. The minutes of the first official meeting show that items such as inland and destination rates,

advertising strategies and expansion were discussed. The name of the group was also discussed with titles such as Seahorse considered before the full name of Britannia Movers International was settled upon.

Since those beginnings in 1981, Britannia has expanded rapidly and evolved into what it has become today; a large network of well run member companies all connected to the Britannia philosophy of togetherness, family and a commitment to professional service. John Court, one of Britannia's founders said, "From the outset Britannia membership demanded complete and absolute trust and loyalty. It is that spirit which has seen this unique group through to its 30th birthday celebrations as a

multi-million-pound, internationally recognised market leader with worldwide representation."

Britannia Movers International now has over 40 UK offices and five overseas locations. The basic foundation of the organisation has remained the same with the network pivoting around a central office that co-ordinates work, partnerships, purchasing and corporate contracts. While international shipping continues to be the lifeblood of the company, Britannia has diversified into other spheres and built up strong reputations in commercial and corporate moving as well as a wide range of different storage services. Britannia has also opened its doors to trade operations and continues to forge strong partnerships with fellow organisations within the moving industry both at home and abroad.

During the course of this year Britannia has organised various opportunities to celebrate this milestone. The annual conference

in June will allow faces from Britannia's past and present and its wider family of overseas agents to get together and toast to a bright future. Britannia will also be involved in various sporting and charity events including the latest instalment of the overseas marathons, this year in Amsterdam.



**Britannia Movers International now has over 40 UK offices and five overseas locations.**

## DiaryDates

E-mail your Diary Dates to [nikki@themover.co.uk](mailto:nikki@themover.co.uk)

### European Self Storage Annual Conference

Portugal  
15-16 June

### MöLo International Fair 'Furniture Logistics, Removals and Storage'

Kassel, Germany  
16-18 June  
[www.moelo.de](http://www.moelo.de)

### AMÖ General Assembly

Kassel, Germany  
18 June

### FEDEMAC General Assembly

Windsor, UK  
18-20 November

### The Movers and Storers Show

TIC, Telford, UK  
21-22 November

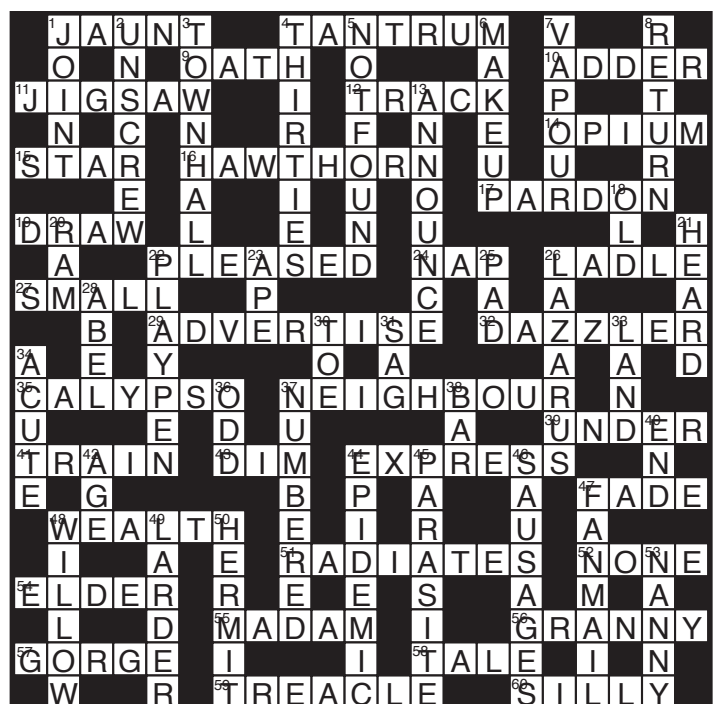
## Crossword



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### Solution: June 2011

**ACROSS** 1 Jaunt 4 Tantrum 9 Oath 10 Adder 11 Jigsaw 12 Truck 14 Opium 15 Star 16 Hawthorn 17 Pardon 19 Draw 22 Pleased 24 Nap 26 Ladle 27 Small 29 Advertise 32 Dazzler 35 Calypso 37 Neighbour 39 Under 41 Train 43 Dim 44 Express 47 Fade 48 Wealth 51 Radiates 52 None 54 Elder 55 Madam 56 Granny 57 Gorge 58 Tale 59 Treacle 60 Silly  
**DOWN** 1 Joint 2 Unscrew 3 Town hall 4 Thirties 5 Not found 6 Make-up 7 Vapour 8 Return 13 Announce 18 Old 20 Ram 21 Heard 22 Playpen 23 Ape 25 Pad 26 Lazarus 28 Abel 30 Toe 31 Sag 33 Land 34 Acute 36 Odd 37 Numbered 38 Bar 40 End 42 Age 44 Epidemic 45 Parasite 46 Sausages 27 Fan mail 48 Willow 49 Larder 50 Hermit 53 Nanny



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**Overseas subscriptions**

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 1908 695500 to subscribe.

**Copy dates**

Booking of adverts: 1st of the month preceding publication.  
Artwork for adverts: 8th of the month preceding publication.

**Enquiries**

All enquiries to:  
Nikki Gee, The Words Workshop,  
26 Swanwick Lane, Broughton  
Milton Keynes MK10 9LD.  
Tel: 01908 695500; Email: [adverts@themover.co.uk](mailto:adverts@themover.co.uk)

**PLEASE NOTE:**

Advertising rates cover the cost of advert insertion only. Advertisers should provide their own advertising artwork. The Mover can generate new or amend existing artwork for an additional charge. All advertising must be paid for in advance by credit card.

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	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
<b>DISPLAY</b>			
Full page	£900	£875	£850
Half page	£570	£555	£540
Quarter page	£330	£320	£310
Inside front cover	£1100	£1070	£1040
Outside back cover	£1150	£1120	£1090
Centre spread	£1400	£1365	£1330
<b>MARKETPLACE*</b>			
1 unit mono	£400 (1 year)	n/a	n/a
1 unit colour	£500 (1 year)	n/a	n/a
<b>CLASSIFIED</b>			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£180	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
<b>INSERTS</b>			
Loose inserts (per 1000 A4 supplied)	£150	n/a	n/a

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#### Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the

global moving industry, just tell *The Mover* and we'll tell the rest of the world.

Don't forget that all stories published in the magazine itself will be reproduced on [www.themover.co.uk](http://www.themover.co.uk) allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

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