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# TheMover



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ON THE  
FUTURE**

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# TheMover

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**Deadline:**

The deadline for article submission is the 1st of the month preceding publication.

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**Deadline:**

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

**Disclaimer:**

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

**Published by:**

The Words Workshop Ltd  
26 Swanwick Lane  
Broughton  
Milton Keynes  
MK10 9LD

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*The Mover* is designed on behalf of The Words Workshop Ltd by I Like Creative  
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## LEADER

## Guild litigation – fair or foul?

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



**A**n old chestnut has raised its head again this month: that of the litigation practices of The National Guild of Removers. My attention has been drawn to a number of cases in which The Guild has found it necessary to resort to the law to recover what it feels are its just deserts. Most of the cases appear to be related to the use of logos by companies not entitled to use them. In the March 2012 issue of *The Mover* (page 30), I interviewed Martin Rose of The Guild. During his interview he made it perfectly clear that he was proud of his organisation's record of prosecuting those who trespass against it, considering it a virtue and providing protection for its members who are entitled to use the branding. Indeed, in an adjudication by the Advertising Standards Authority last year, resulting from a challenge from BAR about an advertising claim, The Guild confirmed this approach.

But is there a point at which strict enforcement within the letter of the law becomes counter productive? If a company is blatantly flouting the law, with contempt for others, few would argue that it should be punished. However, in the 'communication age', it's not always easy to keep control of how your company is portrayed, especially on the Internet. If a transgression is clearly accidental, prosecution seems harsh. At what point does enforcement and the protection of members become victimisation and a way of making a fast quid?

What do you think? Have you fallen foul of The Guild's lawyers? Was it a fair cop or did it leave you feeling wronged and crying out for vengeance?

**Steve Jordan**



● David Bigglestone and Richard Fisher.

## Britannia Leatherbarrows solve Gordon's moving nightmare

When Bournemouth removals company Britannia Leatherbarrows had an e-mail from a Mrs Ramsay one Wednesday morning recently asking them to move the contents of a four bedroom house from Hampshire to London, they thought it was just another routine enquiry.

**B**ut when they discovered the said Mrs Ramsay was none other than the wife of celebrity chef Gordon Ramsay, the team suspected it would be no ordinary move. They were right. The Ramsays wanted a full packing service for the entire contents of the house and the move included a full-size tubular steel football goal from the garden. Simple enough for an experienced moving company, except that the whole job had to be completed by Friday!

A quick phone call to Mrs Ramsay by Sales Estimator David Bigglestone confirmed that the house had to be cleared within a day, so it was all hands to the pumps. Never one to shirk a challenge, Leatherbarrows Operator Richard Fisher started checking all the existing bookings and scouring the rest of the network for resources. It was touch and go at one point but then the break he needed arrived with a last minute postponement for the next day.

An urgent call to the Ramsays was made to arrange a survey at 4.30pm, and by 5.00pm a quote had been organised with the job confirmed at

**"The crew were great and it was so nice to deal with a company who just set to work right away and got the job done without any fuss."**

Tana Ramsey

.....  
 just past 6 o'clock that evening. The following day by 9.00am a crew, vehicle and materials were in place and the whole house had been packed and loaded ready for delivery by late afternoon. "Fantastic efficiency," said Tana Ramsay when she called to say thank you, adding, "The crew were great and it was so nice to deal with a company who just set to work right away and got the job done without any fuss."

As for the goal posts, they were dismantled and loaded into the van with six inches to spare!



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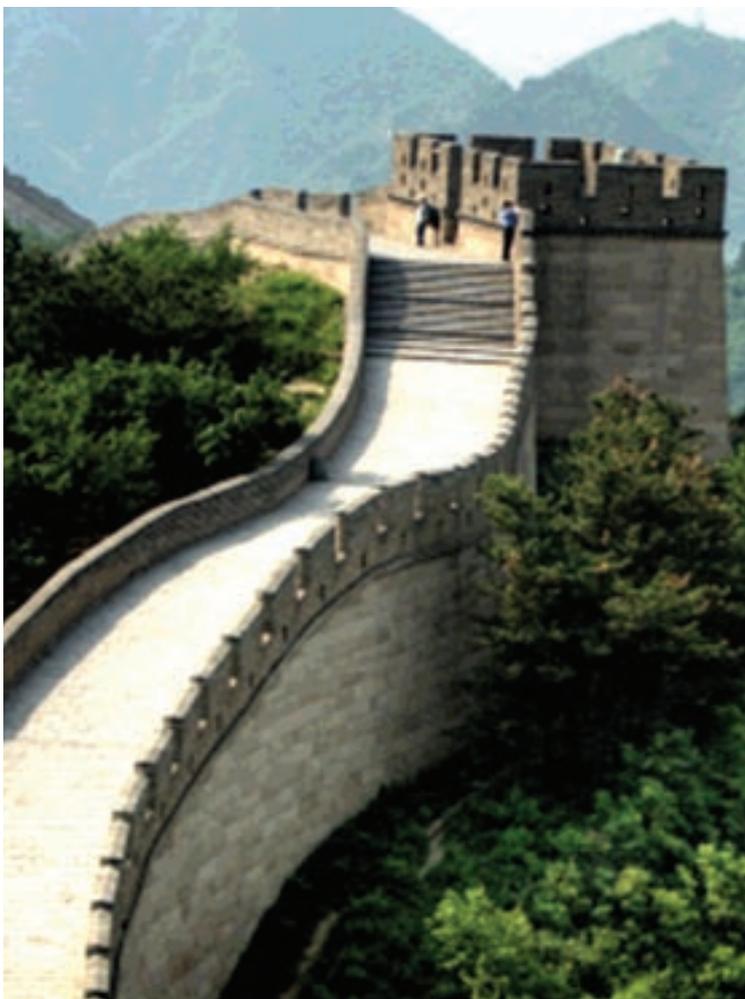
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## NEWS: UK

## NEW COMPANY GENERATES HOT LEADS FOR REMOVERS

A new online service providing sales leads for removals companies – [www.justmovers.co.uk](http://www.justmovers.co.uk) – has been launched by Internet marketing specialist Stuart Maxwell.

Subscribers to the justmovers website are able to download the addresses of properties in their selected area which have recently been 'sold subject to contract' or are 'under offer', enabling them to contact the vendors to offer their services.

Stuart developed the software from an earlier programme called Property Scout that he wrote for a large firm of estate agents back in 2007. A variant, specifically designed for the removals industry, was later adopted by a number of moving companies for lead generation. The justmovers site is very simple to use and only requires the operator to enter the target area's postcode using a dropdown menu. A list of relevant properties is displayed instantly and can be converted into either a pdf for address labels, or xls format for input to mail merge.

Justmovers charges subscribers a quarterly fee based on the number of leads downloaded during the period, so costs are linked directly to the activity of each client. A free seven-day trial is available to customers considering using the system. Currently about half the UK's postcodes are covered and Stuart aims to have all areas of the country included by the end of the year.

A sister online service for the moving industry, justsellers is also due later this year and will provide the addresses of all properties 'for sale' in the UK.

● For more information visit [www.justmovers.co.uk](http://www.justmovers.co.uk) or e-mail [stuart.maxwell@justmovers.co.uk](mailto:stuart.maxwell@justmovers.co.uk).



● A member of the design team at the Museum of London takes care of the horses.

## Anglo Pacific ships horses across the Atlantic

In May this year Anglo Pacific was entrusted with the unique task of transporting six life-size fibreglass horses from New York across the "pond" to the Museum of London.

Now on permanent display in the City Gallery, the steeds arrived safely and are proving very popular with visitors.

Head of Design for the Museum of London, Leigh Cain, explained, "The magnificent Lord Mayor's Coach has been the centrepiece of the City Gallery for some time now but we felt it deserved an added flourish to bring it to life so our patrons, the Harcourt Group, commissioned the creation of half a dozen horses. We chose British-born but New York-based sculptor David Hayes, a specialist in concepts for museums, film and advertising, for the role and the end result has been perfect. The Lord Mayor's Coach is now getting the extra attention it deserves."

David worked in discussion with Leigh to capture just the right look for the sculptures. Crafted in tough but lightweight glass reinforced plastic, the horses are 16.5 hands high, reddish-brown bay colour and a cross-breed of Hunter and Draught horse. To give the most lifelike finish, the animals have been sprayed with flock fibres combed into place to give a realistic hair pattern and the mane and tails are the genuine article. The horses are harnessed with copies of those used to pull the Coach during the Lord Mayor's Show each November with the front left horse saddled ready for the postilion rider who has control over the other five.

**"... I can never quite predict what kind of consignment is going to appear on my job list next."**

Terry Horsnell

Terry Horsnell, Anglo Pacific's Fine Art Consultant, said "One of the great things about working for Anglo Pacific is that I can never quite predict what kind of consignment is going to appear on my job list next. The Museum of London horse shipment was a real pleasure to coordinate and we're pleased that the journey from New York to London went smoothly and was very quick."

The Museum of London's City Gallery provides a vast window on to London Wall allowing visitors to peer into the galleries inside at the same time as glimpsing the real City outside. It celebrates the City of London through displays that showcase this area's unique character where ancient traditions exist alongside cutting-edge architecture. The Lord Mayor's Coach, resplendent with its new horses, is at the heart of the Gallery and is now more than 250 years old. Iconic and beautifully crafted, it was commissioned in 1757 for that year's Lord Mayor's Show and it still leaves the Museum each year to participate.

## Easier mortgages for first-time buyers

The government recently launched its NewBuy Guarantee scheme.

The idea of the scheme is to help first-time buyers or existing homeowners who want to buy but only have a small deposit or those who wish to move into a new-build property.

Since the 'credit crunch', many banks have required borrowers to put down a deposit of 10% or more and the better rates have needed a 20% deposit or more. This scheme allows some borrowers to get an affordable mortgage with a deposit of just 5%. Having a 95% mortgage, however, does put them in danger of negative equity should house prices fall even a little.

### Who is eligible?

To be eligible for the NewBuy Guarantee, borrowers must be buying a new-build property in England. The builders or developers must also have signed up to the scheme. While the scheme is aimed primarily at first-time buyers, other buyers are not excluded if:

- The property is their main home;
- They are British or have indefinite leave to remain in Britain;
- Their deposit has been saved without help from a public or local authority;
- The property purchase price is under £500,000.

### What lenders and deals are available?

Three lenders, Barclays, Nationwide and NatWest, have already launched NewBuy Guarantee deals. Other lenders including Halifax and Santander are expected to follow suit.

The rates being offered are fixed rate and competitive compared to the few other 95% deals that are available in the market. However, the downside of a fixed rate is that the deals often come with early repayment penalties. The NewBuy Guarantee scheme is also available for those needing only a 90% mortgage.

● Information supplied by [Whathouse.co.uk](http://Whathouse.co.uk).



## Cadogan Tate fork lift driver's lucky escape

The Cadogan Tate fork lift truck driver could have been seriously injured or even killed when the vehicle he was operating overturned at a warehouse in Hemel Hempstead, Watford Magistrates' Court were told on 6 June, 2012.



● Three deaths and ten major injuries were reported in 2010/11, caused by workplace vehicles overturning.

The worker was using the truck to align a one and a half tonne storage container on top of a stack of containers when it overturned at the Cadogan Tate site on Eastman Way on 13 April, 2011. His employer, Cadogan Tate Head Office and Treasury Service Ltd, was prosecuted by the Health and Safety Executive (HSE) after its investigation found the container was more than two and a half times the safe lifting capacity of the fork lift.

The court was told that one of Cadogan Tate's employees had used the fork lift truck to lift the storage container, which was filled with books and magazines, on top of a stack of three other containers the day before the incident. As he lifted it, the rear wheel on the left hand side of the truck lifted off the ground and the container was left overhanging the top of the stack, more than seven metres in the air. The following day, a supervisor was asked to assess if the fork lift truck could be returned to a stable position and the overhanging container aligned. He strapped himself in and tried to move the container but the fork lift overturned. He escaped without any injuries.

Cadogan Tate Head Office and Treasury Service Ltd admitted breaching the Provision and Use of Work Equipment Regulations 1998 by failing to provide suitable work

equipment. The company, which is part of the global removals, storage and shipping group, Cadogan Tate, also pleaded guilty to a breach of the Lifting Operations and Lifting Equipment Regulations 1998 after it failed to make sure the work was planned and carried out safely.

The firm was fined £15,000 and ordered to pay £3,860 in prosecution costs.

Speaking after the hearing, the investigating inspector at HSE, Sandra Dias, said: "The worker at the Cadogan Tate warehouse was lucky not to have been seriously injured or even to have lost his life as a result of the fork lift truck overturning. The company specialises in storage and removals and so it regularly uses fork lift trucks to move containers. It made a basic error by failing to assess the weight of the container before allowing it to be lifted."

"The container was much heavier than most of the others at the warehouse, and the contents should have been split before it was stacked. Sadly, overturned vehicles cause several deaths in British workplaces every year. Employers must do more to make sure lives aren't put at risk."

A total of three deaths and ten major injuries were reported in 2010/11, caused by workplace vehicles overturning. Information on how to prevent injuries is available at [www.hse.gov.uk/workplace\\_transport](http://www.hse.gov.uk/workplace_transport).

## A heart for riding

Ian Palmer, Managing Director of Whites in the UK has raised over £1,500 for the British Heart Foundation by taking part in the classic London – Brighton bike ride.



The ride is over 50 miles across the punishing South Downs and includes a tortuous climb over Ditchling Beacon that turns the legs to jelly and breaks the spirit. Many submit to walking.

Ian did over 2,000 miles in training with his cycling partner over the last three months. Unfortunately, a week before the event his partner was taken ill and has to resort to driving the support van. Ian's 17 year old son, Kieran, however stepped up to the mark to support his dad and, apparently made short work of the course as only a teenager can.

● Left: Ian Palmer all geared-up.



● The first of White and Co's fuel-saving 'boat tail' vans.

## Boat tails for Whites

The first of four MAN four-container vans for White & Co with 'boat tail' bodies built by UVB in Warrington have been delivered. The boat tail design has been proved to

save fuel and, if the claims are proven correct, should return around 8% better fuel economy.

The boat tail vans will be used by Whites on its Hampshire – Brittany route.

## Basil Fry iPad competition

Are you joining in the Basil Fry competition to win an iPad? Identify all the locations pictured on page 5 of *The Mover* in July, August, September and October, and send off your answers to [gregw@basilfray.co.uk](mailto:gregw@basilfray.co.uk). The first correct e-mail received is the winner.



**BUSINESS:** PAUL EVANS



● Above: Oceana Kingston main room, and exterior, below.

**Paul Evans recently sold his international relocation and moving company, Interdean, to the public Danish company EAC (the owners of Santa Fe Group).**

At the end of May this year he retired from the moving industry. Many, with a few pounds in the bank, would take the easy route of indulging in a few hobbies and keeping the garden tidy – but not Paul. He very much believes that working is like a spinning top: if you stop, you fall over! Paul’s going clubbing!

Clubbing in this context does not mean a quick trip down the local disco. Paul doesn’t do things by halves. No, for Paul, going clubbing means buying the UK’s largest chain of nightclubs. Well, what did you expect?

Until a few years ago, Luminar Plc had around 300 nightclubs in the UK. Unfortunately, in 2006 the government introduced a smoking ban in public places, thereby reducing the number of people going to nightclubs at a stroke; pubs were allowed extended opening hours so the need to decant to a club was less pressing for many; and the recession hit.

“It was not a good time to be in the club business,” explained Stephen Lynn, the company’s Head of Marketing. “The business was largely being run by the banks. In the summer of 2011 they got really nervous and put the business into administration.”

That was when Paul and three business colleagues came along. Paul and his co-investors brought in a heavyweight board with the experience to make the venture a success. The company is now run by Peter Marks, the former CEO of Northern Leisure.

The new company, The Luminar Group, formed on 9 December, 2011, now has over 55 clubs across the UK. Ten are branded Oceana, 20 carry the Liquid brand, five are branded Lava Ignite, and the remaining are own-branded to fit with the local community. They see around ten million visitors each year.



● Paul Evans.

The Luminar Group’s brands use very attractive buildings to maintain the right atmosphere. Its branch of Oceana in Kingston-on-Thames is the UK’s busiest nightclub. Around 200,000 people visit the Group’s venues every weekend, and they are not, as might be expected, all 20-somethings.

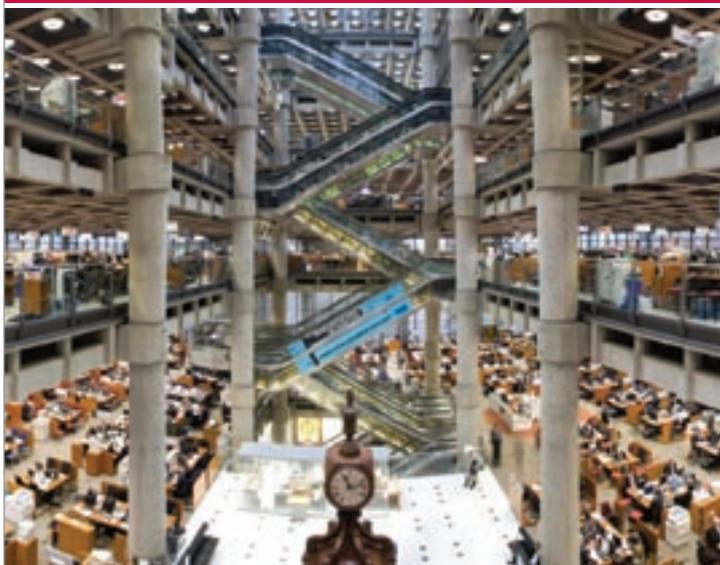
“Our core market is the 18-24 age group,” explained Peter, “but we cater for other groups too.” For example, under the brand Love Social, Luminar opens its doors to under 18s and works with other brands, such as New Look, to bring the kids a truly unique experience. The company’s Fuzzy Logic brand caters for the lucrative student market and sees one million visitors every year through 35 of its clubs. The corporate market too is an important sector with Orange, KPMG, IKEA, McDonalds, and Deloitte among those booking the venues for staff parties, conferences and business meetings.

The club scene is a very long way from the moving industry. But Paul has a reputation of having the knack of spotting a good buy and the business experience to create success from the ashes of failure. The next time you fancy a night out, a retirement party, or any form of celebration, where better than a Luminar nightclub to let your hair down a little?

**“When I went to clubs in my youth it was a question of getting past the bouncers on the door. It’s not that way any more.”**  
**Peter Marks**

“We are now very much focussed on customer service,” explained Peter. “When I went to clubs in my youth it was a question of getting past the bouncers on the door. It’s not that way any more.”

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NEWS: UK

## Use it or lose it fear for bonded stores

The United Kingdom Warehousing Association (UKWA) is in discussion with Her Majesty's Revenue & Customs (HMRC) in an attempt to clarify HMRC's policy on Customs Warehousing status.

It appears that HMRC is aggressively targeting bonded warehouse operators and revoking the authorisation to store duty suspended goods in instances where operators have been found not to have held goods under bond for a relatively short period of time.

"It seems, from feedback we have had from our members, that HMRC is now applying a 'use it or lose it' policy to storage facilities that have been granted Customs or Bonded Warehouse status," said Roger Williams, Chief Executive officer of UKWA. "In one particular instance, a UKWA member company received a letter from HMRC threatening to revoke its authorisation as a Customs Warehouse and, despite producing evidence of future potential contracts, is having great difficulty in persuading HMRC that it should be allowed to maintain its customs warehouse authorisation."

"We are asking if it is now HMRC policy to adopt a more aggressive and rigid approach to bonded warehousing status," he continued. "Given that such a policy is unlikely to raise revenue for the exchequer but would limit a company's operational flexibility, it is hard to understand the motivation for such an approach. Before a company is granted customs warehousing status by HMRC, it has to make a significant investment in processes, procedures, systems and staff training. It would be very harsh if this investment were to be wasted because HMRC has decided to adopt a new stance."



● Roger Williams.



● Showcasing winning warehouse strategies - Warehousing Futures 2012.

## UKWA Conference 2012

The United Kingdom Warehousing Association has announced that the fifth in the Warehousing Futures series of networking conferences and exhibitions will take place at the St John's Hotel, Solihull, on 29-30 October, 2012.

The theme chosen for Warehousing Futures 2012 is Success in Challenging Times and the conference speaker programme will include leading supply chain practitioners as well as senior personnel from the 3PL industry and suppliers to the sector.

"Warehousing Futures 2012 will showcase winning warehousing strategies, best practice and innovation. The event is an opportunity to relay positive news against a background of difficult UK, continental European and global marketplaces," said Roger Williams, Chief Executive officer of UKWA.

He added: "Despite the economic situation, there are a large number of successes to report on and Warehousing Futures will give a platform for the MDs and CEOs of major logistics service specialists, retailers and manufacturers to present their successes to an audience of logistics professionals."

The event will follow a similar format to previous years with a networking dinner on the evening of 29 October, followed by a one day conference. A small exhibition featuring some of the leading suppliers of products and services to the warehousing sector will run alongside the conference to ensure that delegates are able to derive maximum benefit from their time at the event.

The cost of attending Warehousing Futures 2012 as a full delegate – which includes a place at the

**"Warehousing Futures 2012 will showcase winning warehousing strategies, best practice and innovation."**

Roger Williams

networking dinner, overnight accommodation at the St John's Swallow Hotel and attendance to the full conference including lunch, coffees and delegate information pack – is £240.00 plus VAT. However, a day delegate package priced at £140.00 plus VAT is available to those wishing to visit the conference and exhibition only.

Special rates are available to UKWA members and these are available on request.

Warehousing Futures 2012 is aimed at warehouse owners and their managers, as well as logistics and operations directors of companies that operate their own warehouse or distribution centre facilities.

For further information regarding speaker opportunities or to reserve a delegate place at Warehousing Futures 2012, please contact conference organiser, Peter Acton, on 01737 457002 or by e-mail at: [admin@gyrosgroup.co.uk](mailto:admin@gyrosgroup.co.uk) or visit [www.ukwa.org.uk](http://www.ukwa.org.uk).

## A new home for music

Following a campaign by thousands of choirs, amateur musicians and bands, one of the largest collections of music scores in the UK now has a new home.

The consortium of 12 local authorities who inherited the collection from the old West Riding County Council also worked hard to save the music service from cuts. This nationally important collection of 500,000 music scores, now known as the Yorkshire Music Library, has been safely relocated from its former site in Wakefield to Kirklees Library HQ in Red Doles Lane, Huddersfield.

Harrow Green, which has a reputation as a specialist library mover, was engaged at short notice to manage the sequential packing, transport and relocation to the new site.

Harrow Green's Project Manager, Ewan Campbell, said: "We moved what equated to 1,400 linear metres of stock, plus 95 filing cabinets, to time and to budget. We are delighted to have been an integral part of preserving the music service for all its many users."

Fresh Horizons, a local social enterprise, will manage the new music service, eventually providing an online reservation service and an interactive website.

Rosalyn Wimpenny, Project Manager for Fresh Horizons, said: "The Harrow Green team worked extremely hard to ensure the stock was moved carefully to its new home, despite the added complication of the steps at Red Doles Lane and the soaring heat. They kept me up to date with progress at all times and nothing was too much trouble. The team provided a friendly and flexible service for which we are extremely grateful."



● The Yorkshire Music Library, safely relocated to Kirklees Library HQ in Huddersfield.



● Paul Sweeting, the 11T man.

## Get registered

Paul Sweeting is the new 11T man at the Shires Removals Group. Since 1974 when Paul Sweeting started a small van and man delivery company, delivering items of furniture for Woolworths in Wakefield, he has always been looking for novel ways of attracting new business.

Over the last six months Paul has been very busy visiting DVLA number plate auctions collecting a wide variety of personalised registration numbers for his fleet of removal vehicles.

The ones which first caught his eyes were MOV 11T and MOV 111T, very appropriate for removal vans. These were followed by GET 11T, GET 111 T then TRY 11T, JRY 111T, ERN 11T, and ERN 111T.

Once he had caught the bug he decided to change the whole fleet of removal vehicles to make them ageless. Several other plates were forthcoming some with a more novelty value HAD 11T, JAK 11T, JAP 111T, KAJ 11T, JOG 111T, BOX 111T, and RUN 11T.

Another plate caught his eye for his daughter who is a very important horticulturist, this was POT 11T and was swiftly followed POT 111T. Not to be left out was his youngest daughter Lesley-Anne, who at 30 years of age got a special birthday present of LES30

For Paul, being the Managing Director, it was obvious that he should have OWN 11T and his son, being a

co-director, have OWN 111T.

After revamping the fleet and now making them totally ageless he can now look forward to semi retirement and his forthcoming wedding to Lynne in August. Their wedding car will be Lynne's Mercedes which strangely enough has the number plate K1SSX. How appropriate!

The Shires Removal Group is now in safe hands with his son and daughter taking over the reins and still going from strength to strength. Since moving to a new site of 3.5 acres, the company offers over 1,200 storage containers, with 20 various removal vehicles. The site also has full servicing facilities, with a well equipped four-bay garage with service pits and 14 ton ramps and undertakes inspections and servicing for other local transport contractors.

The company has built its own specialised removal vans which are able to carry up to nine storage containers. Since 1989 it has also offered full bodybuilding facilities to other removal companies who require the bespoke service including full renovations, painting, and lettering.

## TIMELINE 2012

### August

#### London Paralympics start

After two weeks of diversions and hold ups for the Olympic Games the Para Olympics, starting on 29 August, will add another ten days of misery for anyone trying to work in London. Both will have been great events but most Londoners will be glad when normality returns.

### September

#### New pension rules

New compulsory pension rules take effect for the largest companies. Smaller companies will gradually be brought into the scheme between 2014 and 2017.

### October

#### New national minimum wage rates

New national minimum wage rates will take effect from 1 October:

- The standard adult rate (workers aged 21 and over) will rise to £6.19 per hour;
- The development rate (workers aged between 18 and 20) will remain at £4.98 per hour;
- The young workers rate (workers aged under 18 but above the compulsory school age; who are not apprentices) will remain at £3.68 per hour;
- The rate for apprentices will rise to £2.65 per hour;
- The accommodation offset will rise to £4.82 per day (up 1.9% from £4.73).



● New national minimum wage rates will take effect from 1 October

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**INSIGHT:** MOVING PIANOS

# The right way to move pianos

**T**hose of a certain age will remember the classic PG Tips TV advert where the famous chimps were trying to move a piano up a flight of stairs. That immortal line, “do you know the piano’s on my foot?” and the reply, “you hum it son and I’ll play it,” will live forever in our minds and has, no doubt, been repeated by removals men struggling to move pianos ever since.

However, moving pianos in real life is no laughing matter and with some costing more than £100,000 getting it wrong can be an expensive, not to say embarrassing business. Lance Green from specialist piano movers G&R Removals offers some inside advice on how to make sure these precious items arrive safely.

## Anatomy of a piano

### GRAND PIANO

Lid

Lid prop

Musicrack

Fall (covers the keys)

Keyboard

Piano stool or bench

Pedals



### UPRIGHT PIANO

Musicrack

Top

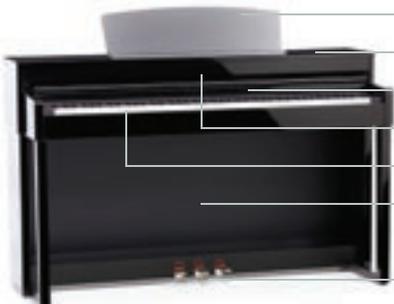
Fall (covers the keys)

Upper panel

Keyboard

Bottom panel

Pedals



## G&R's top five tips

### 1 Knowledge

Know the make, model and insurance value of the piano you've been asked to move - an online search may be useful. Concert grand pianos are around 9-10ft long, often weigh over 500kgs and can cost over £100,000. Even uprights can weigh 300kgs and cost over £20,000.

### 2 Good training

It is of paramount importance that the operatives have piano-moving experience - make sure they know how to lift and handle the piano. Each make of grand piano has different types of leg fitting so it's important to know how to remove or replace these and the lyre correctly. Take a well equipped tool kit and make sure all leg fittings are secure when setting up at the new location.

### 3 Equipment

Piano wheels or a piano trolley are an essential part of a piano-movers equipment. Make sure you have the correct fitting piano shoe, or slipper. For grand pianos, a tailor made padded piano cover is recommended although a full export wrap will usually give enough protection.

### 4 Planning and preparation

Plan the route for removal or delivery, clear any obstacles, protect wooden flooring and carpets. The brass casters on pianos can badly damage wooden flooring, particularly laminated floors.

### 5 Communication

While the piano is being prepared for transport or being moved, the team should talk to each other throughout to make sure everyone is aware of the process and avoid accidents.

**G&R will be happy to provide free advice to other readers of *The Mover* or to carry out piano moves on their behalf. Call +44 (0) 20 8994 9733**

## Temperature control for perfect pianos



**G**&R Removals has just taken delivery of this Renault Midlum 1,200ft<sup>3</sup>, 12 tonne, with a seven-man crew cab, rear closure cantilever tail lift and temperature-controlled body, built by Essex Bodies Limited.

Lance said: “We replaced an older crew cab vehicle that was only Euro 3 emissions standard and it was not cost-effective to retro fit a filter to it. We ordered this in January from Renault trucks and gave the chassis cab to Essex Bodies in April. They

custom-build our trucks to a specific standard which must include a temperature control system for the carriage of pianos during winter months, particularly those destined for concerts and rehearsals. A rear-closure cantilever tail lift is now fitted as standard, Essex Bodies do pay great attention to detail and work alongside us with new ideas and suggestions. Air suspension for the reduced turbulence in transit is standard on all our trucks, and a crew-cab for when

we have work needing four men or more.”

Dean Fisher is the appointed driver and foreman, he has worked for G&R for over 12 years. He's obviously very pleased with his new vehicle and, at the time of going to press, was driving around France trying to avoid narrow lanes so he won't scratch the paintwork on overhanging bushes and shrubs.

G&R has also recently placed an order for an 18 tonne DAF Space Cab for international and long distance work, due in December.



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## Business as usual for US-bound air cargo

While the British International Freight Association (BIFA) is alerting UK freight forwarders that the United States Transportation Security Administration (TSA) has announced a deadline for passenger air carriers to conduct 100% cargo screening on international flights bound for the United States, thanks to the industry's hard work in preparing for the event, it will be 'business as usual' on the day, for UK forwarders.

From Monday, December 3, 2012, all cargo shipments loaded on passenger aircraft must undergo screening for explosives, fulfilling a requirement of the Implementing Recommendations of the 9/11 Commission Act. However, the UK's existing screening regime meets with US requirements for 100% screening so BIFA says that in effect, it will be business as usual from the deadline date.

TSA has worked closely with other governments, international organisations and industry partners to increase the security of air cargo without restricting the movement of goods and commerce. The recently announced screening deadline requires 100% screening of all air cargo shipments bound for the US. It builds additional risk-based, intelligence-driven procedures into the pre-screening process to determine screening protocols on a per-shipment basis. This process requires enhanced screening for shipments designated as higher risk, while lower risk shipments will undergo other physical screening protocols.



● The Anglo Pacific team at Homelanz. Photo courtesy of Chiara Palazzo for TNT Magazine.

## Anglo Pacific delivers liquid refreshment for London's Homelanz festival

On Saturday 16 June West London's Boston Manor Park played host to thousands of expats from the southern hemisphere as they soaked up the music, food and culture of their mother countries at Homelanz.

**A**nglo Pacific was on hand to deliver the liquid refreshments and sponsor the festival for the second year running.

Bianca Robinson, Baggage Manager for Anglo Pacific said, "Last year Homelanz was held in August but the 2012 Olympics forced a schedule change to June and, typically, we were caught in plenty of rain showers – hardly surprising as this June is on course to be Britain's wettest in a hundred years. Nonetheless spirits weren't dampened and the atmosphere was electric – no doubt assisted by the 2,000 bottles of booze we delivered to site on behalf of the Homelanz drinks providers. Being a native Australian, a highlight for me was snacking on Twisties and Freddo Frog chocolate bars – simple things!"

With a 1622-built Jacobean manor house, formal lawns and an ornamental lake as a backdrop, the two stages hosted a who's who of artists from south of the equator. Headlining this year was reggae-dub band KORA from New Zealand, South African rock band Prime Circle and Australian singer-songwriter Alex Lloyd. Other great acts included I Am Giant, Jayson Norris, Melic, Bowie Jane, Munkinpure, Dave Gander, Glenn Aitken, Anna Coddington, Rietta and J.T. Mills Xperience.

Music aside, Homelanz ticket-holders could also wander round

**"Last year Homelanz was held in August but the Olympics forced a schedule change to June ..."**

Bianca Robinson

"The Village' and meet stallholders including migration experts, travel companies, mobile phone providers and property developers. And, to keep guests fed and watered for the ten-hour stint from 11am to 9pm, various wines, beers and national dishes were on offer from the three nations.

"As Homelanz mirrors perfectly Anglo Pacific's core market, Australia, New Zealand and South Africa, we were more than happy to get involved as sponsors," said Bianca. "Our role was to take delivery of the alcohol and energy drinks and pack them up in a container to take down to Boston Manor Park. Brands included Tui beer and Pukeko Bend wine from New Zealand, McGuigan wines from Australia and South Africa's Savanna Premium Dry Cider. As most of Anglo Pacific's baggage staff are from the southern hemisphere, we enjoyed the taste of home."

Homelanz is set to be a regular event – keep an eye on [www.homelanz.co.uk](http://www.homelanz.co.uk) for updates.

## Use of western calendar banned in Saudi Arabia

**T**he government of Saudi Arabia has announced that moving forward, government departments and private companies are to adhere to the Islamic Hijri calendar, also known as the Hijri calendar. The Western Gregorian calendar, which was also widely used in the country, is no longer acceptable for recording dates.

Based on media speculation this means that expiration dates of Saudi issued permits will be noted using solely the Hijri calendar, consisting of 12 lunar months in a year of 354 or 355 days. Previously, work and visit visas used the Gregorian calendar for issue dates, and Saudi passports and tax certificates used both calendars.

Now, however, only the Hijri calendar dates will be printed on these documents.

The current Islamic year is 1433 AH, from approximately November 26, 2011 to November 14, 2012. Online converters can help find the Western counterpart for an Islamic date.

In addition, language restrictions are also to be enforced in Saudi Arabia. Company staff are to be banned from using the English language to answer a telephone upon first contact with a caller, rules that have apparently been introduced to preserve Muslim values.

● Thanks to Move One for supplying this information.

## Editor's note

American Independence Day, 4 July, 2012, was 14 August, 1433, according to the Islamic calendar. Online converter available at [www.oriold.uzh.ch/static/hegira.html](http://www.oriold.uzh.ch/static/hegira.html).

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# Reason Global appointed as Lloyd's of London broker

Reason Global has become the first insurance broker dedicated to the removals and self storage industries to be accepted as an official Lloyd's of London broker.



**T**his prestigious appointment means Reason Global is one of just 180 brokers across the globe to have direct

access to the world-renowned underwriting expertise within Lloyd's.

The famous Lloyd's brand not only offers strength and security for customers, but also global reach as Lloyd's accepts business from over 200 countries and territories worldwide. Yet whilst Lloyd's is now the world's largest insurance market, it started out in the more modest surroundings of Edward Lloyd's coffee house in the 17th century. As London's importance as a trade centre at that time led to increasing demand for ship and cargo insurance, Lloyd's coffee house became recognised as the place for obtaining marine insurance – and it's still the world's leading market.

Commenting on the appointment, Dave Raynor, Managing Director at

**“With our continued success over recent years, we felt the drive to become a Lloyd's broker was the next logical step ...”**

Dave Raynor

Reason Global, said: “The Lloyd's name really does sell itself and we're delighted to be the first in our highly specialised industry to offer these types of services to our customers, both in the UK and overseas.”

“With our continued success over recent years, we felt the drive to become a Lloyd's broker was the next logical step, particularly as we already have team members with a great deal of experience of working within the Lloyd's marketplace.”

“Now, not only will direct access to the Lloyd's marketplace give us greater ability to place global risks, but it will also provide our customers with access to a broader range of underwriters to suit their specific needs and requirements. Whilst we'll maintain excellent relationships with our existing panel of insurers, we believe the new relationships we're building with Lloyd's insurers will offer greater choice and even more competitive policies for our customers.”

Reason Global underwent a rigorous selection process to become Lloyd's brokers, with auditors assessing suitability, regulatory compliance, reputation and financial standing. Business at Lloyd's is still conducted face-to-face in the market's famous Underwriting Room, enabling immediate access to decision-makers and innovation, speed and better value solutions for customers.

## A cleaner Channel – but at what price?

**T**he EU has decided to impose a 0.1% sulphur limit on marine fuels for the English Channel, North Sea and Baltic Sea from 2015 compared with 3.5% in other areas.

CLECAT (the European association for forwarding, transport, logistics and customs services), says it regrets that the EU has not taken the views of the European business and industry into account in a time of economic difficulty and has not responded to the joint industry call to postpone the strict sulphur limits to allow investment in the mass production of low sulphur fuel and development of cost-efficient abatement technologies.

Nicolette van der Jagt, Director General of CLECAT said: “This agreement will increase costs for industry, therefore impacting on citizens' wealth, without necessarily delivering sustainable results. Sulphur emissions have to be reduced but in a cost-efficient and fair way.”

Accompanying measures at EU and national levels through existing or new financial support schemes will be required, if the impact of the Sulphur Directive on companies is to be mitigated. Whereas there is clearly a need for accompanying measures, this is an area where CLECAT also foresees potential for further distortion of the internal market. It is therefore calling on Member States to go back to IMO to ensure a better level playing field at global level.

● For more information visit [www.decat.org](http://www.decat.org).

### EUROMOVERS International Worldwide Movers Alliance

**EUROMOVERS International SA**  
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### A friendly Network with a Family Spirit

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

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

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**LEGAL:** POOR PERFORMANCE DISMISSAL

● Under performing employees are a drain on a company, but how do you go about dismissing them fairly?

## Avoiding the tribunal

Employment solicitor Katy Jones of Keystone Law offers advice for employers on how to fairly dismiss someone for poor performance.

On 21 May, 2012, the government published a controversial report by Adrian Beecroft (a venture capitalist) on possible reforms to employment law, including radical changes to unfair dismissal law. Mr Beecroft came up with the notion of a “compensated no fault dismissal” which would allow an employer to dismiss an employee without giving a reason provided they make an enhanced leaving payment, equivalent to a statutory redundancy payment. In his report Mr Beecroft said that the “change would be that the onus would then be squarely on the employee to perform well enough for the employer to value them as an employee”.

However the law has not yet changed. Until it does, here is a reminder of the process for performance-related dismissal.

### Performance-related dismissals

To defend an unfair dismissal claim brought by an employee dismissed for performance reasons, the employer will have to show that it honestly believed on reasonable grounds that the employee was not

doing the job to the requisite standards and that the employer acted fairly. Employers should follow their own disciplinary or capability procedure, if they have one. Employers should also have regard to the ACAS Code of Practice on Disciplinary and Grievance Procedures: The ACAS Code is a very sensible and clear document and one which employers can easily use. Where the employer has failed to have regard to the ACAS Code, employment tribunals have a power to increase an employee’s unfair dismissal compensation by up to 25%.

### Preparation

Before commencing a formal procedure, the employer should check the employee’s:

- Job description and contract of employment to see how their role has been defined;
- Contract of employment and the applicable procedure to see what they say about how performance issues will be handled;
- CV and any references on their personnel file to see if they seem to have the necessary skills and

experience to perform their role;

- Appraisals to see what has previously been said to the employee about their performance.

Collate as much data as possible in order objectively to test the judgment that the employee is in all the circumstances under-performing. When doing this, the employer should also check the equivalent data in relation to similar employees, to ensure that it can justify taking action in respect of one employee but not another or others. Consider whether the employee has been properly managed and whether there may be any reasons for the under-performance, such as domestic problems.

### Formal process

If an employer does not have their own disciplinary or capability procedure, a formal disciplinary process could commence as follows:

1. Prepare as outlined above.
2. Give the employee a letter inviting them to attend a disciplinary meeting:
  - The letter should explain the alleged shortcomings and, if possible, include evidence. The letter should

also mention the employee’s right to be accompanied by a work colleague or trade union representative;

- The employee should be given sufficient advance warning of the meeting to prepare for it - ideally five to seven days’ notice;
- And if the employee or their preferred companion cannot attend on the chosen date, try to re-schedule the meeting.

3. During the meeting a proper and full discussion should take place of the employer’s concerns regarding the employee’s performance. The employee is allowed to state their case and put forward any mitigating circumstances.

4. The disciplinary decision is made either at the end of the meeting or shortly thereafter, for example if the manager chairing the meeting needs time to think about things or investigate points raised by the employee.

5. A first written warning is given. It should explain the shortcomings and set out the improvements that the employer is looking for and say that the employee’s performance will be kept under review for a specified period (with regular review meetings

throughout) and that further disciplinary action may be taken during the review period if the employee fails to achieve and sustain a sufficient improvement in their performance. The length of the review period needs to be reasonable and that will depend upon the circumstances of the case. Typically a reasonable review period will be three or six months. The warning letter should specify how long the warning will be "live" for. In the absence of a provision in the company's disciplinary procedure specifying how long warnings should last, I suggest a first written warning should be stated to last either six or twelve months.

Except in the case of gross negligence, an employee should be given two warnings before being dismissed on capability grounds.

#### Work-related stress

It is quite common for an employee who is being performance-managed to go off sick with work-related stress. If this occurs, the absence should be actively managed by the employer. The employer should check how much sick pay the employee is contractually entitled to. Once the employee has exhausted any contractual entitlement to sick pay, the employer may be advised just to pay statutory sick pay going forward, in order to encourage the employee to return to work.

If the sickness absence continues for more than a couple of months, the employer may wish to consider sending the employee for a medical examination with a psychiatrist nominated by the company. Independent psychiatric reports can be very helpful in dealing with stress absences. Relying on reports from the employee's own doctor is rarely satisfactory.

#### Short service employees

Employees who started working for their employers before 6 April, 2012, need one year's employment before they can bring an unfair dismissal claim; or two years if they started on or after 6 April, 2012. Even so a dismissal will be automatically unfair if:

- It's for a reason connected with age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, pregnancy or maternity leave, or because they are a whistleblower or have been involved in trade union activities.

## Bribery Act 2010

### Fixed packages from Keystone Law

The Bribery Act is now in force and applies to all businesses operating in the UK or with a presence in the UK.

According to a recent independent survey by Ernst & Young of 1,000 businesses, "almost three-quarters (72%) of those questioned had never heard of the Bribery Act. More worrying still, of the 28% who had heard of the Act, only just over half felt they had received adequate training to ensure compliance."

The offences are:

- Offering, promising or giving a bribe;
- Requesting, agreeing to receive or accepting a bribe;
- Bribery of a foreign public official in order to obtain or retain business or an advantage in the conduct of business;
- Failure of commercial organisations to prevent bribery.

The penalties for committing any of these offences are up to ten years imprisonment and/or disqualification from being a director for the individual concerned and an unlimited fine.

Keystone Law has developed two anti-bribery packages to

help businesses assess and address their own risk:

#### Tailored Anti-Bribery Fixed Fee Package

- Bribery Risk Audit to assess potential risk areas within a business where bribery may take place, including a telephone discussion of bribery risk and compliance options (up to 1 hour).
- Tailored Bribery Act Policy/ Review of existing Bribery Act Policy in the light of our Bribery Risk Audit.
- Tailored Whistleblower Policy/ Review of existing Whistleblower Policy.
- Tailored Memorandum to Board of Directors, demonstrating top-level awareness and commitment to anti-bribery procedures.

The Tailored Anti-Bribery Fixed Fee Package costs £499 plus VAT.

#### Tailored Anti-Bribery Fixed Fee Package with Compliance Training

All the elements comprised in the Tailored Anti-Bribery Fixed

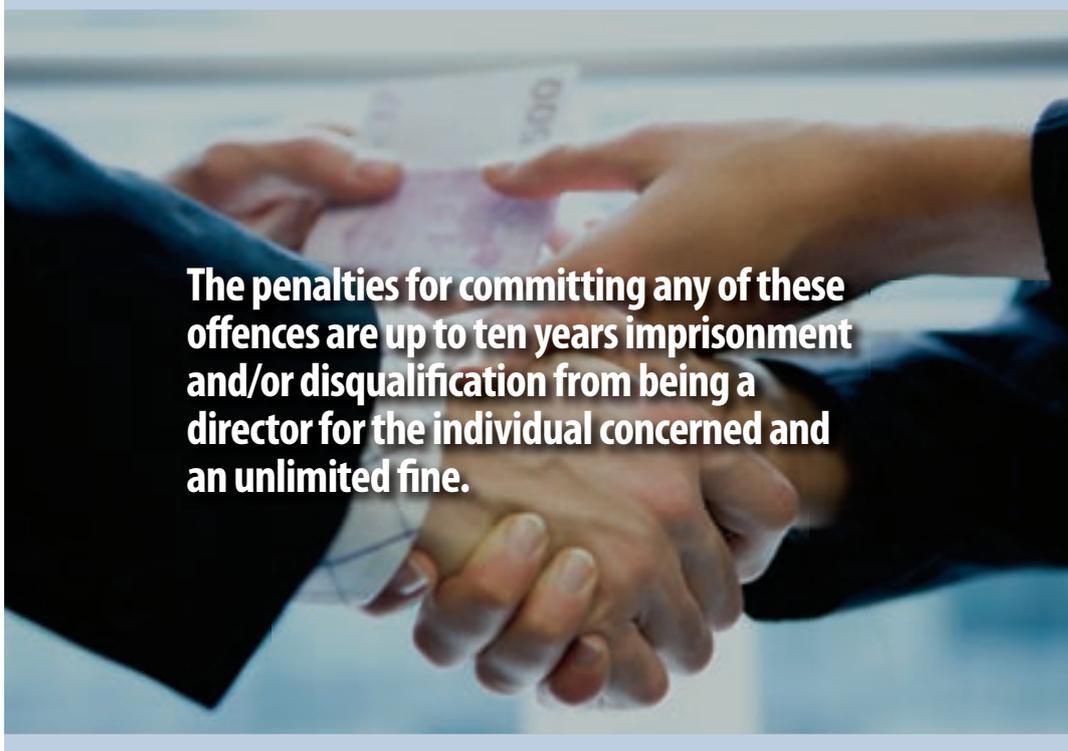
Fee Package, plus:

- Personal compliance training and guidance for the officer in charge of anti-bribery compliance, including attendance at your offices (subject to certain geographic exceptions).
- A compliance training pack to be used by the officer in charge of anti-bribery compliance when training colleagues and staff.

The Tailored Anti-Bribery Fixed Fee Package with Compliance Training costs £998 plus VAT.

These packages have been prepared specifically for businesses operating solely in the UK with fewer than 50 employees. If your business operates outside of the UK and/or has over 50 employees, please contact us and we would be happy to discuss your requirements.

● For more information contact Keystone Law. Visit [www.keystonelaw.co.uk](http://www.keystonelaw.co.uk), e-mail [enquiries@keystonelaw.co.uk](mailto:enquiries@keystonelaw.co.uk) or call 020 7152 6550.



**The penalties for committing any of these offences are up to ten years imprisonment and/or disqualification from being a director for the individual concerned and an unlimited fine.**

## NEWS: INTERNATIONAL



● It is very important that correctly sized and constructed cages are used to protect the dogs during the flight.

## Move One Inc. relocates four-legged 'soldiers'

Dubai-based relocation specialist Move One Inc. has been providing international relocation services since 1992 and boasts many top organisations among its clients.

**F**or lots of families one of the most worrying things about moving to a new country is transporting their pet, whether it's a dog or cat or something more exotic. Move One has the expertise to make sure the treasured family pet arrives safely in his new home - but not all their four-legged customers are civilians.

In recent years the company has seen a big increase in the number of working dogs being shipped to and from countries such as Iraq and Afghanistan by security companies and the military. The working dogs are treated just like human soldiers in many respects. They have passports and medical certificates and complete tours of duty like anyone else in the military.

"Handling 30 or 40 large dogs - most are German Shepherds - who have just come off a nine-month tour can have its problems," said Move One Director Curt Sharp. "Recently we had a consignment of dogs to ship from Iraq to Houston Texas via Dubai. They travelled from their base to the local airport in an air-conditioned bus, but when they arrived there was no air conditioning in the cargo area. Iraq has extreme high temperatures and animals are particularly vulnerable to overheating. Fortunately the Move One handlers were able to respond immediately and brought in large fans to keep them cool until they went aboard

**"Handling 30 or 40 large dogs who have just come off a nine-month tour can have its problems ..."**

Curt Sharp

the aircraft."

Making sure the dogs are caged and secured correctly is a vital part of the operation and must be done with great care to avoid accidents during the flight. Choosing the correct food - Move One uses a special high-protein dry variety - and making sure enough water is provided are also very important for the welfare of the animals.

As the military presence is scaled back in Iraq and Afghanistan, Move One has seen an increase in business from private security companies bringing in dogs from overseas. In other countries where there is unrest, wealthy families are using dogs to protect their property and the US and the United Kingdom are two of the major distributors of dogs trained for that purpose. Yemen, Bahrain and Saudi Arabia are some of the rapidly developing markets for security dogs and their handlers and Move One is ideally placed to ship them wherever in the world they are needed.

## European court confirms sick leave on holiday ruling

Employees who become ill while on annual paid leave will be allowed to retake the time off, the European Court of Justice (ECJ) recently confirmed following a new case.

**T**his latest ECJ ruling, made on 21 June, 2012, was triggered by a case brought by unions in Spain on behalf of department store employees to protect their right to reclaim leave if it is spoiled by ill-health. The unions brought their case to the ECJ after Spain's National Association of Large Distribution Businesses (Asociación Nacional de Grandes Empresas de Distribución, or ANGED) attempted to restrict its use.

ANGED said that staff too sick to work before starting a period of pre-arranged leave or who were affected during this holiday should not be entitled to take it again at a later date. But the ECJ affirmed that workers are entitled to take more holiday if they were sick during the original period of leave. "The right to paid annual leave cannot be interpreted restrictively," the court said.

The purpose of paid annual leave is to enable the worker to rest and enjoy a period of relaxation and leisure, while sick leave entitlement enables a worker to recover from an illness that has caused him to be unfit for work. "The point at which the temporary incapacity arose is irrelevant. Consequently, a worker is entitled to take paid annual leave which coincides with a period of sick leave at a later point in time, irrespective of the point at which the incapacity for work arose," the court ruled.

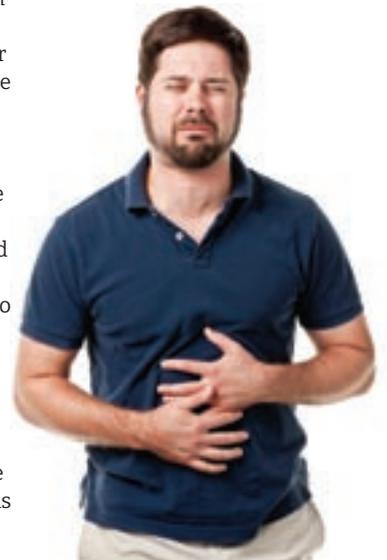
The judgement also said it would be "arbitrary and contrary" to the point of paid holiday entitlement to grant workers the right to paid leave if they are already unfit for work when the period of paid annual leave starts.

The right to retake holiday if an employee falls ill during their time off caused controversy when it was

first ruled in 2009. The decision, a reinterpretation of the working time directive, followed the ECJ's ruling on the Stringer case, earlier in 2009, that holiday continues to accrue during sick leave. Stringer found that a worker could carry leave forward, even into the next year, if he or she is "unable to take leave through no fault of his own". But this case left questions about what would happen if sickness coincided with scheduled leave.

The court has now ruled that employees should have the right to ask for statutory leave to be reallocated in these circumstances, even into the next holiday year.

**... the ECJ affirmed that workers are entitled to take more holiday if they were sick during the original period of leave.**



## @ Comment

**Could this be the most blatant piece of madness yet? How does a shocking hangover or sunstroke figure? Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).**



● Left to right: John Folliss of Bridgestone Tyres and Theo de Pencier, FTA's Chief Executive, at the Commercial Vehicle Show in April.

## Bridgestone backs LCRS

Bridgestone Tyres, the largest manufacturer of tyres and rubber products worldwide, has become the first industry partner to the Logistics Carbon Reduction Scheme (LCRS), injecting additional momentum into the scheme.

The partnership agreement will enable the development of a series of annual low carbon awards and a campaign aimed at raising awareness of the business benefits for operators who join the scheme.

The LCRS was launched in 2010 as a means for the logistics sector to demonstrate the contribution it is making to achieving UK targets to reduce greenhouse gas emissions by 34% by 2020 compared to 1990 levels. The scheme, which is managed by the Freight Transport Association (FTA), is open to all operators of HGVs and vans to join. Scheme participants provide data on fuel used by their fleets which is then aggregated by FTA to form a picture of the progress the sector is making.

Bridgestone Tyres is the first supplier to the logistics sector to back the scheme. Its involvement highlights the role that tyre selection and management can play in supporting businesses' efforts to make improvements in vehicle fuel efficiency.

As part of the partnership agreement, Bridgestone Tyres will sponsor an LCRS fuel efficiency award at FTA's annual Logistics Carbon Reduction Conference in May 2013. John Folliss, Commercial Sales and Marketing Director for Bridgestone Tyres said: "The Logistics Carbon Reduction Scheme provides a natural opportunity for

**"We are delighted to be able to support the LCRS, which is at the leading edge of thinking on how carbon emissions from the logistics sector can be reported and reduced."**

John Folliss

Bridgestone Tyres to underline its commitment to improving the carbon footprint of the logistics sector as well as its safety record. The tough commercial environment operators currently face means that getting tyre choice and management right can make a telling improvement to a carrier's bottom line. We are delighted to be able to support the LCRS, which is at the leading edge of thinking on how carbon emissions from the logistics sector can be reported and reduced."

The Logistics Carbon Reduction Scheme was launched in July 2010 and currently has 64 participants, operating around 15% of the HGVs in the UK as well as a large number of vans.

## O-Licenses for Northern Ireland

The Goods Vehicles Licensing of Operators Transport Bill has been unanimously passed by the Northern Ireland Assembly. The legislation was submitted at Stormont on 11 June, 2012, by Environment Minister Alex Attwood.

The system will extend Operator Licensing, commonly known as O-licensing, to all operators of commercial vehicles above 3.5 tonnes and is designed to improve road safety and environmental standards, introduce fairer competition and help tackle organised crime. Similar legislation has been in existence for many years in England, Scotland and Wales and will be a welcome addition in Northern Ireland, bringing it in line with the rest of the UK, and is backed by the majority of operators in the industry.

The new legislation will see the introduction of much needed road safety enforcement, including new vehicle safety checks and planned preventative maintenance requirements together with greater powers of enforcement at the roadside, in operator premises and through licensing curtailment. The implementation of the new legislation will also ensure that unscrupulous operators can no longer continue to pollute through poorly maintained operating centres and goods vehicles which have hazardous effects on the environment.

In addition, the Organised Crime Task Force and the Northern Ireland Affairs Select Committee (which had also been behind the introduction of the O-licensing project) are likely to see the new operating licence as good news,

as it has been commonly recognised that organised crime generally requires goods vehicles, and without the implementation of the legislation criminals would have been able to continue to act with greater freedom and would allow more illegal 'cowboy' operators on the road.

**"The Goods Vehicles Licensing of Operators Transport Bill has been an overriding priority for FTA in Northern Ireland for many years..."**

Tom Wilson

Tom Wilson, FTA's Head of Policy in Northern Ireland said: "The Goods Vehicles Licensing of Operators Transport Bill has been an overriding priority for FTA in Northern Ireland for many years, and to know the final hurdle has been cleared and that the much needed legislation has now been approved, can only be good news to the industry. We acknowledge the Minister's support and commitment to making this important piece of road safety legislation a reality."



● Organised crime and unscrupulous operators can now be tackled through extended O-licensing.

**NEWS: ON THE ROAD**

# Trailer Type Approval just two months away

From 29 October, 2012, every trailer that is built in a single stage will need to comply with complex new Type Approval rules warns industry body the Society of Motor Manufacturers and Traders (SMMT).

This milestone is the latest in the programme of Europe-wide changes to Type Approval Regulations. From the end of October, every trailer manufactured will need European Community Whole Vehicle or National Small Series Type Approval. Without one of these approvals trailers will not be permitted to use the road. Alternatively, the trailer can be subjected to an Individual Vehicle Approval (IVA) inspection.

To help trailer manufactures, bodybuilders, converters and vehicle manufactures to achieve

the required Type Approval quickly and easily, SMMT has developed its SENTA Guide. This online tool provides guidance to companies seeking Type Approval and uses a simple step-by-step system to produce Type Approval documentation. The service is free to SMMT members and charges a one-off fee to non-members.

● For more information on Type Approval and SMMT's SENTA tool visit [www.smmt.co.uk/SENTA](http://www.smmt.co.uk/SENTA).



● Right: SMMT's SENTA guide website landing page.

## Changes to digital tachographs

The EU Commission has introduced a number of changes to digital tachographs. These design changes are being implemented in two generations, more commonly referred to as 2nd generation and 3rd generation digital tachographs.

Second generation tachographs were implemented from 1 October, 2011.

Any tachograph activated from 1 October, 2012, must be a third generation tachograph and is required to have improved security features.

There is no requirement to retrospectively apply this Regulation, so vehicles already fitted with a 1st or 2nd generation tachograph may continue to use them.

● E-mail [enquiries@vosa.gov.uk](mailto:enquiries@vosa.gov.uk) for further advice on the fitment of digital tachographs.



## Commercial Vehicle Show 2012 delivers quality and quantity

The Society of Motor Manufacturers and Traders (SMMT) has announced that, subject to ABC Audit, the attendance figure for this year's Commercial Vehicle Show 2012 and Workshop 2012 exceeded 16,000 visitors, once again topping the figure for the previous year.

Paul Everitt, SMMT Chief Executive said, "2012 was another great year for the CV Show with a high number of

quality visitors and a great response from exhibitors. We're already looking forward to 2013 when the show will have official international accreditation, recognising the significance of the event and the UK road transport industry."

"From an engineer's perspective," said Nick Jones, Chief Executive of the Society of Operations Engineers, "it was excellent to see so many visitors involved in the technical

side of the business. The range of exhibitors at this year's show underlines the fact that there really is something there for everyone."

The Commercial Vehicle Show is owned by the CV Show LLP, comprising the Road Haulage Association, the Society of Motor Manufacturers and Traders and IRTE Services Ltd, the trading company of the SOE (Society of Operations Engineers).

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# Volvo Trucks harnesses heat energy from brakes

Volvo Trucks has developed a way of harnessing heat energy from brakes and using a vehicle's momentum to save energy. It calls the system I-See, which operates like an autopilot and takes over gear changing and utilises gradients to save fuel.

**W**hen a vehicle brakes its kinetic energy is converted into heat. Many manufacturers in the automotive world are now examining solutions for harnessing kinetic energy instead of releasing it as surplus heat. "If kinetic energy can be exploited to a greater extent, it may help cut fuel consumption. This will benefit both the environment and the industry's economy, something that is very important today as fuel costs are becoming an increasingly heavy burden on many haulage firms," said Anders Eriksson, Product Developer at Volvo Trucks.

And it is precisely this that Volvo Trucks has succeeded in developing with its new I-See solution. The system harnesses the truck's own kinetic energy to 'push' the vehicle up hills. On downhill gradients the same energy is used for acceleration.

"If kinetic energy can be exploited to a greater extent, it may help cut fuel consumption. This will benefit both the environment and the industry's economy ..."

**Anders Eriksson**

"I-See is an autopilot linked to the truck's cruise control, taking over and handling gear changes, throttle and brakes on gradients ..."



**Hayder Wokil**

### Kinetic energy can save 5%

I-See is linked to the transmission's tilt sensor, which can spot hills before it reaches them. The fact that the system is not dependent on maps makes it more dependable since it always obtains the very latest information. I-See can recall about 4,000 gradients, corresponding to a distance of 5,000 kilometres.

"I-See is an autopilot linked to the truck's cruise control, taking over and handling gear changes, throttle and brakes on gradients, ensuring they all operate in the most fuel-efficient way possible. I-See freewheels as much as possible - so on certain stretches of road no fuel is used at all," explained Hayder Wokil, Product Manager at Volvo Trucks. "In this way fuel consumption can be cut by up to 5%."



### Biggest effect on small hills

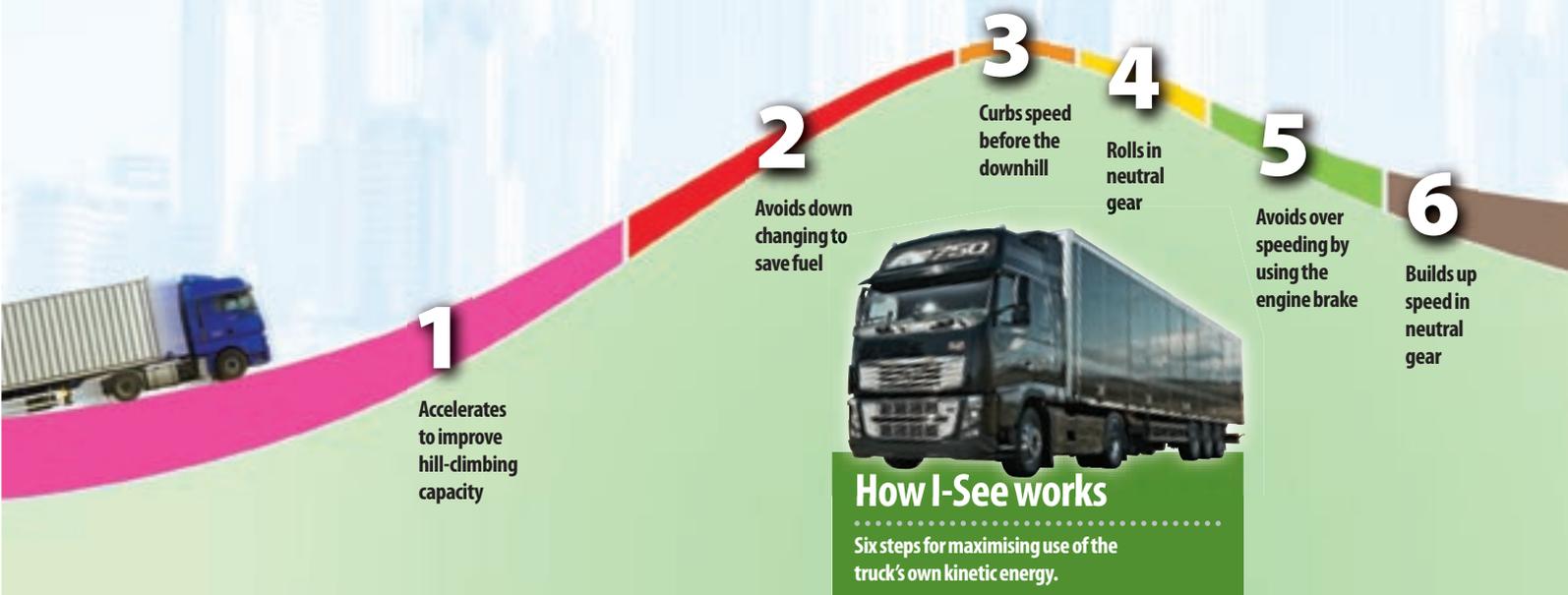
I-See carries out six different operations to utilise the kinetic energy to the very maximum. For instance, I-See accelerates up hills, remains in a high gear for as long as possible and freewheels on descents to exploit the truck's weight as a propulsion motor.

"I-See works best in undulating terrain allowing drivers to freewheel for long distances without using the engine," explained Anders Eriksson. "It is this freewheeling capability that makes the system special," he added. "But to freewheel, a whole lot of data is required. For instance, you have to know whether your speed will drop or increase over the next stretch of road. A gradient of just a few per cent can be the decisive factor."

Other factors that make a difference are air resistance and the truck's weight. "I-See imitates the driving style of good drivers. They utilise the vehicle's kinetic energy, accelerate in time and avoid unnecessary gear changing," said Hayder Wokil. "But unlike a driver, I-See never gets tired - it's like an autopilot. It allows the driver to focus more on the surrounding traffic and other aspects of the journey."

Anders Eriksson also pointed out that it is not only fuel that is saved. "I-See reduces brake and tyre wear and that naturally benefits the environment," he said.

I-See will become available in 2013.



## NEWS: ON THE ROAD

TECHNOLOGY  
CAN SAVE LIVES

A report by engineers on the need for blind spot and automatic accident alert systems.

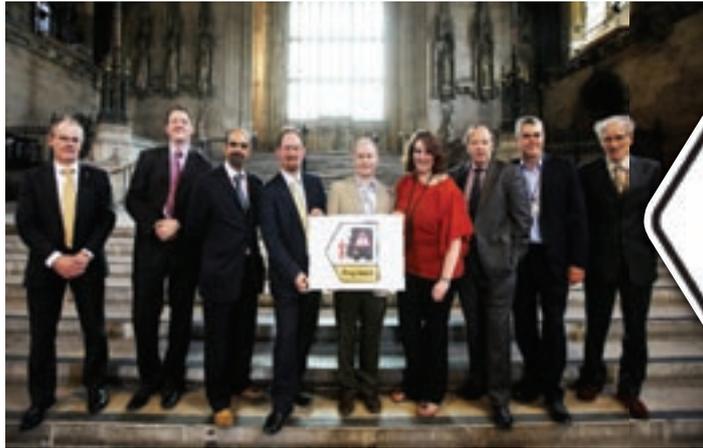
**A** new report from the Institution of Mechanical Engineers calls for commercial vehicles to be installed with systems that automatically alert emergency services when involved in road traffic accidents and for collision avoidance technology to be mandatory.

The report, published on 4 May, 2012, said that collision-avoidance technologies, which could help eliminate cyclist and pedestrian deaths caused by driver 'blind-spots', should be made mandatory for all UK buses and lorries by 2015.

The 'Intelligent Transport Intelligent Society' report also calls for automated emergency response systems to be integrated into all new road vehicles within the next two years. These systems automatically alert emergency services in case of an accident – even if a driver is unconscious – as well as providing the exact location of the accident using Global Positioning Systems (GPS).

Philippa Oldham, Head of Transport at the Institution of Mechanical Engineers, said: "The alarming rise in cyclist deaths on British roads needs to be addressed urgently. Cyclist deaths have risen by 7% in the past year, with about eight cyclists being killed or seriously injured daily on British roads. A number of these deaths could be prevented if technology to prevent driver 'blind spots' were made mandatory for all large vehicles."

HGVs make up 5% of the traffic on Britain's roads yet cause 20% of all fatal accidents involving cyclists. Making collision avoidance technologies mandatory for all large vehicles which prevent driver 'blind spots' could make the roads safer for millions of cyclists across the UK.



● Left to right: James Hookham, MD Policy and Communications FTA; Gordon Telling, Head of Urban Logistics FTA; Subash Ludhra, President of IOSH and InTandem judge; Julian Huppert, MP for Cambridge; Huw Gwilliam, winning designer; Jessica Friend, InTANDEM Project Co-ordinator; Ian McKay, MD - How's My Driving; Ross Smith - Chairman How's My Driving and Albert Smith, InTANDEM supporter. Right: the new sign.



## New HGV/cycle warning sign unveiled

After a nationwide hunt to find a new HGV/cycle warning sign, the new design by Huw Gwilliam, an avid London cyclist, has been selected.

**T**he InTANDEM Road Safety Competition was launched earlier this year as fatal or serious injury cycle casualties stretched beyond the 2,500 mark nationwide, with over 20% of cycle accidents in the capital involving heavy goods vehicles.

The competition, supported by How's My Driving? and the Freight Transport Association (FTA), invited all road users to enter the hunt for a new hazard symbol to cut HGV/cycle collisions. The new sign encourages all road users to 'stay back' from large vehicles avoiding the lorry danger zone.

Julian Huppert, MP for Cambridge unveiled the winning design at

Westminster on June 25, 2012. Winner of the £1,000 first prize, Huw Gwilliam said: "I'm really honoured to have penned the winning entry and I really hope the design works well to promote safer riding and safer driving to all that see it."

He added: "Utilising the strong and uniquely British design vernacular of Jock Kinneir and Margaret Calvert, the designers behind the UK's existing signs, I felt that a high-profile safety campaign such as this should feel authoritative, solid and lasting. I have attempted to capture the gravity of this campaign's important message in this design."

Ian McKay, MD of How's My Driving? said: "We congratulate

Huw on his effective design, expertly capturing the risks of cycling too close to vehicles whilst conveying a clear and simple call to action to all road users - 'stay back!' He added, "The new warning sign will shortly be available for purchase at £7.50 through How's My Driving? with profits this year being donated to Transaid."

FTA's James Hookham, Managing Director of Policy and Communications said: "Many companies already have their own cycling safety messages on their vehicles and we hope over time that this design will come to be recognised by cyclists everywhere as an aid to their safety."

## DVLA local offices to close

**O**n 4 July Transport Minister Mike Penning announced the government's decision to centralise DVLA's services in Swansea and the consequent closure of its 39 regional offices by the end of 2013. The move means customers will have to contact DVLA using the post, online services, or by phone, and will no longer be able to speak to staff face-to-face when difficulties arise.

The Freight transport Association is concerned that several DVLA services, for example the taxation of vehicles with Reduced Pollution Certificates, are not currently



available online, leaving the local office as the only option.

The Association has called on the DVLA to increase its online services to ensure transport companies are not burdened by additional administrative costs and that input from the industry is fully considered.

## Vintage vehicles

**O**wners and restorers of vintage vehicles wishing to re-claim their pre-1984 original registration numbers are often required to have their vehicles inspected by a DVLA official at their local tax office. It is not clear how this will be accomplished after the offices close next year. In addition, valuable documents such as old log books and tax discs required by historic vehicle owner's clubs to confirm the age of a vehicle, can be copied and certified as authentic by DVLA to avoid sending the originals through the post. This will not be possible in the future and will probably result in some documents being lost preventing the owners obtaining their original numbers.

# New advert sizes in *The Mover*

From next month *The Mover* will be expanding its range of advertising sizes to make advertising more accessible to smaller companies and provide more flexibility for current advertisers.

**T**he new sizes are in addition to the current options and include: a quarter-page as a single column; a four x one-column shape; a two-column-square shape; and a three x one-column. Prices range from just £200 for a single insertion and even less for five or more.

#### Distribution and online coverage worldwide

*The Mover* is distributed in hard copy to the UK moving industry. But there's much more than just the printed magazine. Links to *The Mover* online are e-mailed to over 4,000 moving companies elsewhere in Europe and the rest of the world. Indeed many people in the UK prefer to read the magazine online using their mobile phones, iPads, laptops or even their desktop computers.

#### Editorial contributions

As well as advertising in *The Mover* you can also promote your business free using editorial. Every company has new things happening, interesting jobs, new staff, good ideas or even idle thoughts that they can share. Just drop a line to [editor@themover.co.uk](mailto:editor@themover.co.uk) and get your story in print. All stories are accepted only for their editorial interest.

#### The independent voice

*The Mover* is the independent voice of the global moving industry. It doesn't usually set out to be controversial, but is prepared to be if necessary. It is a free spirit. It gives a voice to all those smaller companies that are not members of a trade group, and provides an outlet for the opinions of everyone involved

in the industry – uncensored, except for decency and accuracy – and unhampered by politics.

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## NEWS: ON THE ROAD

## Driver licence checking made easy with FTA

The Freight Transport Association (FTA), in conjunction with Licence Bureau, the country's leading provider of secure driver licence checks, is now offering a driver licence checking service specifically tailored for FTA members that was launched at the Commercial Vehicle Show.

Health and safety legislation requires companies to have a robust procedure for checking the licences of everyone driving their vehicles, whether HGVs, buses, coaches, vans or company cars. But the internal checking of licences is often time-consuming and inefficient. Crucially, revoked, disqualified, provisional and expired licences cannot always be identified when checked this way, particularly if drivers have duplicate licences.

The driver licence checking service means that this labour-intensive job can be managed on behalf of customers. Licence Bureau's experience shows that companies using its services can achieve a high

level of driver compliance within the first 3-6 weeks of enrolment in the scheme.

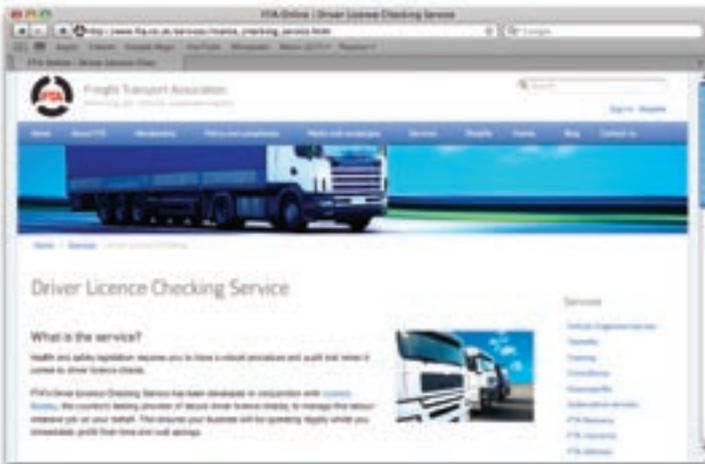
Customers will have 24/7 access to online driver reports through a dedicated website, enabling managers to produce their own tailor-made reports.

Licence Bureau also provides customers with same-day alerts for high risk drivers.

The report includes:

- Licence status – full or provisional;
- Licence category detail – categories entitled to drive, expiry dates and information codes;
- Full details of disqualifications, endorsements, offence dates or conviction dates;
- Licence expiry alert;
- LGV/PCV entitlement and category expiry alert;
- Photo card expiry alert.

● For further information on the FTA driver licence checking service, go to [www.fta.co.uk/services/licence\\_checking\\_service.html](http://www.fta.co.uk/services/licence_checking_service.html) or call the FTA Member Service Centre on 08717 112222.



● [www.fta.co.uk/services/licence\\_checking\\_service.html](http://www.fta.co.uk/services/licence_checking_service.html).

## Check your gaiters

In Northern Ireland, the Driver and Vehicle Agency (DVA) conducts all vehicle testing (Classes 1 – 7). They have collected lots of data on the impact of the introduction of new test items resulting from the Testing Directive, which has had some useful early insight for everyone else.

Northern Irish data showed the overall test failure rate for all vehicles went up by around 1.2%. Nearly half these failures (44%) were attributed to secondary restraint systems (SRS). Few trucks and buses are

fitted with SRS yet so VOSA can expect to see a lower overall increase in failures than 1.2%.

The second biggest new failure item is dust covers and gaiters at 28%. So vehicle presenters would be well-advised to double check that vehicle dust covers and gaiters are intact before test to prevent obvious but avoidable failures.

● Visit [www.vosa.gov.uk/vehicle-testing-manuals-and-guides](http://www.vosa.gov.uk/vehicle-testing-manuals-and-guides) for copies of the 2012 inspection manuals.



● Employees who drive more than four hours a day on average have a much greater risk of back pain.

## Driver ergonomics coming to a car near you!

Steph Harding – an experienced occupational therapist within the NHS – has launched Optimise Health, a new occupational therapy consultancy, with innovative driver ergonomic workshops for drivers in pain.

Optimise Health is running a series of interactive two hour workshops bringing driver ergonomics to a vehicle near you. Driver ergonomics, developed from Loughborough University research, helps drivers avoid back pain.

Over 4.5 million working days are lost each year as a result of back pain. Employees who drive more than four hours a day on average have a much greater risk of back pain. Sponsored by How's My Driving?, the UK's first driving feedback service, Harding is now able to offer ten free workshops to the driving community, human resource, risk and health and safety professionals to help prevent back pain amongst drivers. Harding stressed, "Back pain is miserable and affects every aspect of life, not just work but family, pleasure, leisure, sleep and finance. Sufferers tend to feel out of control and helpless against the symptoms."

The workshops are designed to

highlight the dangers associated with poor driving posture. Participants on the in-company training days will grasp with founding driver ergonomics principles which include back mechanics as well as optimal driving positions and health and wellbeing advice to become 'fit behind the wheel'. Harding has been dealing with back pain coping strategies for 15 years and believes that driver ergonomics has a simple message - prevention is easier than cure.

The financial cost of treatment to the UK exchequer reaches £5 billion a year, yet a small amount spent on education and awareness could put UK organisations in a much better position to drive forward.

Dates are flexible and can be made by appointment. After the initial ten free sessions sponsored by How's My Driving?, the workshops will cost £350 + VAT and will include pre and post workshop care delivering a bespoke package for driver needs.

● For more information visit [www.optimisehealth.org](http://www.optimisehealth.org).

## @ Comment

Salesmen for removal companies can often drive in excess of 50,000 miles a year doing surveys. Back pain is common. What's your experience?

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

## Litter lout drivers in London face fines in new clampdown

People who toss litter from vehicles in London face fines of up to £100 under new laws aimed at curbing roadside rubbish.

**M**otorists now face automatic fines if litter is thrown from their vehicles, even if a passenger is to blame.

Councils across London have new powers - that came into force in mid-June - to issue vehicle owners with Penalty Charge Notices for littering, and can use CCTV to note number plates and trace registered owners.

Previously, councils had to prove beyond reasonable doubt who had thrown the litter. Local authorities have now closed a legal loophole by introducing laws steered through

parliament by London Councils, the body representing the capital's 33 local authorities.

Campaign group Keep Britain Tidy found that one in five people admitted throwing litter from vehicles. Councillor Catherine West, Chairman of London Councils' Transport and Environment Committee, said: "Rubbish piled up at the side of the road after being flung from vehicles is a real eyesore. It's anti-social and from now on councils who have to clean up the mess will be able to fine car owners regardless of who threw the rubbish."

## Driving up standards of van and lorry companies in London



Left to right: Richard Marsh, Sales Rep; Dave Tucker, Sales Rep; Michael Hanson, Managing Director; Nigel Armstrong, Technical Manager; Andy Kelly, Sales Rep; Steve Perrin, Sales Rep.

**V**ision Techniques – a specialist in making innovative products focussing on specialist heavy duty vehicle and transport safety - is helping London to become safer, greener and more efficient by joining a government initiative designed to improve standards of van and lorry companies.

Members of Transport for London's new scheme are helping to encourage further improvements in the freight industry. The initiative, the 'Fleet Operator Recognition Scheme (FORS)', helps promote safe working practices, legal compliance and corporate social responsibility of vehicle operations in London.

Vision Techniques has become an associate member of FORS, demonstrating its commitment to vehicle safety and high standards in the freight industry. In addition to promoting health and safety, the industry-led membership scheme helps educate drivers on fuel management and parking to save money and reduce their environmental impact.

FORS provides vital information to ensure

health and safety procedures and standards meet industry best practice. Michael Hanson, Managing Director of Vision Techniques, said: "By becoming a member of FORS, we aim to help drive up standards across the sector by monitoring and seeking to continuously improve the performance of freight activities."

Membership of the scheme means Vision Techniques has access to a range of exclusive benefits, including safety, fuel and PCN advice, performance management, workshops, E-learning, driver licence checks and breakdown assistance.

Members of FORS are recognised as forward-thinking, high quality vehicle operators. FORS is a voluntary certification scheme aimed at ensuring that fleet operators work lawfully and to best practice by meeting the FORS standard. It provides a quality and performance benchmark for the freight industry and is part of the wider London Freight Plan.

● For more information visit [www.vision-techniques.com](http://www.vision-techniques.com).

## THE PAST IN PICTURES



● Above: Thomas Friend carrying faggots, c1900; top right: J & H Friend pantechnicon c1900; above right: J & H Friend pantechnicon at BAR conference 2012.

## J & H Friend Removals & Storage

**J** & H Friend Removals & Storage was established by Thomas Friend in 1860. The man pictured carrying faggots is none other than Thomas himself, taken in Ashdown Forest about 1900. Thomas started his transport business taking rabbits from the Birch Grove Estate, Sussex, to Borough Market in London - apparently the estate was overrun with them. The trip was made twice a week by horse and cart, making collections and deliveries on route.

From these humble beginnings Thomas, assisted by his sons John and Henry, started moving other goods from East Sussex to London and vice versa, including the removal of furniture. Goods and furniture were transported in pantechnicons that were originally pulled by horses and later by traction engines. An example of one of these original pantechnicons was recently shown at the BAR conference in Windsor.

## The Mover

The Mover wants your archive pictures and stories. Send your submissions to David Jordan, [david@themover.co.uk](mailto:david@themover.co.uk).

**FEATURE: FORK LIFT TRUCKS**

**FEATURE: FORK LIFT TRUCKS**

Almost every moving company in the UK uses fork lift trucks to some extent. They are hugely expensive assets which, in some cases, spend a lot of their time idle. This feature looks at some of the trucks on offer, safety in the workplace, and considers the best way of funding.




**FINANCE: CHOOSING THE RIGHT DEAL FOR YOUR BUSINESS**

As with any other capital outlay, the way you finance your fork lift truck purchases deserves special consideration. What's the difference between contract hire, hire purchase and finance lease? Weigh up the options with this easy-to-follow guide.

**CONTRACT HIRE**

Although you won't end up owning the truck if you opt for a contract hire arrangement, there are several reasons why this may be the right option for you:

- Because contracts are for specific terms, you know exactly what you have to pay and when - meaning you can plan ahead and control your costs;
- You receive a complete package including delivery, maintenance, service and repairs. This translates to less worry and less expense ongoing;
- When it comes to balancing the books, outstanding rentals are not shown as liabilities on your balance sheet, so will have no impact on your debt-to-equity ratio;
- It's tax efficient - all the rental you pay can be offset against tax.

**HIRE PURCHASE**

With hire purchase, you own the truck at the end of the agreed term, at which point you can either continue to use it or sell it on. And there are other advantages, too:

- The fixed term contract again means you know what you have to pay and when, so you can plan ahead and control costs.
- The deposit is negotiable, allowing you to reduce what you pay up front - and freeing up capital for other parts of your business;
- You can claim tax allowances against the hire purchase.

**FINANCE LEASE**

With a finance lease, you keep responsibility for the maintenance, repair and service of your vehicle, as well as insurance costs. That needs to be weighed up against other factors - particularly flexibility - that go in its favour:

- At the end of the lease term, you can either continue using the truck (for which you pay a nominal lease), or sell it on and receive most of the sales proceeds - in the form of either a rebate or a deposit on your next purchase;
- All the rental you pay is allowable against tax, so again, this option is tax efficient.




**WARNING OVER FICTIONAL FORK LIFT 'LICENCES'**

Workers are being put at risk because many employers rely upon a fictional 'fork lift truck licence' to verify operators' skills, the Fork Lift Truck Association has warned.

The FLTA reviewed a random sample of job advertisements for fork lift truck operators, and found no fewer than 85% wrongly stipulated a 'fork lift truck licence' or similar as a requirement - despite there being no such document in the UK, and no central licensing authority.

Under current regulations, employers are required to issue written authorisation allowing trained staff to operate any fork lift truck; however, this is specific to that task, location and equipment and is not readily transferable to another company.

David Ellison, FLTA's Chief Executive said, "Because recent training certificates are mistaken for some kind of 'licence', many operators are wrongly given carte

blanche to use fork lift trucks without the right training. The results can be disastrous; for them, and for colleagues. At least one employee is hospitalised every day by a fork lift truck in the UK alone - two thirds of victims are pedestrians working nearby. Many of the injuries are permanent and, tragically, they're sometimes fatal."

In response to the problem, the FLTA has issued a safety warning to recruitment media, and made a fact sheet clarifying best practice for verifying operators' skills available for download at its website [www.fork-truck.org.uk](http://www.fork-truck.org.uk).



● Fork lift 'licences' can mean operators are wrongly given carte blanche to use fork lift trucks without the right training.



## USED FORKLIFTS: "BUYER BEWARE," SAYS JUNGHEINRICH UK

The UK lift truck market is flooded with cheaply refurbished used forklift trucks, but buyers are being warned that second-hand trucks that appear to be a bargain often turn out to be anything but.

"It is very easy to get your fingers burnt if you don't know what to look for when buying a used forklift," says Neil Warren, Jungheinrich UK Ltd's Used Equipment and Short Term Rental Director. "Many used trucks which are offered for sale as 'refurbished' have merely been cleaned, serviced and repainted and their performance levels can often leave a buyer feeling short changed. The market is awash with used equipment at the moment. The majority is sold by reputable dealers, who in the main are moving on machines which have returned from long-term contracts. Some of these machines are third and fourth life contracts that have worked in some tough applications and have no service history."

"It is very hard to verify the quality of what you are buying from, for example, an Internet advertisement. Everyone will view a truck before they purchase but it is impossible for the user to know what the tell tale signs of a low quality refurbishment are."

"Because most forklift truck users are not fully trained to spot signs of wear and tear – perhaps around the mast and the axle – I would advise anyone looking for a used truck to try and find a certified lift truck Thorough Examination engineer to take a look at the truck for you before you buy."

Used Jungheinrich trucks are refurbished to the highest standards at the Group's Dresden factory where every machine is completely dismantled and all worn or defective parts are replaced – including tyres and lift chains. The trucks are cleaned inside and out and repainted before being reassembled and safety tested.

● For more information visit [www.jungheinrich.co.uk](http://www.jungheinrich.co.uk).

## ELECTRIC OR INTERNAL COMBUSTION (IC) ENGINE: WHICH IS RIGHT FOR YOUR BUSINESS?

When deciding between an electric and an IC truck it's important to look carefully at how and where the truck will be used.

1. Will it work indoors, and, if so, is that all the time? If the truck will also work outdoors, then for how long each day?
2. Conversely, if the truck will work outdoors for most of the day, will you still need to use it indoors some of the time, and, if so, for how long?
3. What are the floor conditions like inside and outside? Do you have smooth floors, uneven floors or potholes? Are the floor conditions dry - or are they wet at any time?

## ELECTRIC TRUCKS

### PROS

- Environmentally friendly;
- Quiet in operation;
- Fewer moving parts than an IC engine - therefore less maintenance, and lower maintenance and lifetime costs;
- Your battery is your fuel for the next five years or more, providing you follow the battery manufacturer's guidelines for charging and maintenance;
- There's a small cost to charging your battery overnight; the cost per kW may vary depending on who supplies your electricity;
- Electric trucks are usually compact, which makes them manoeuvrable - especially in the case of the three-wheel design;
- Very adaptable: drive, acceleration, lift, tilt and auxiliary speeds can be adapted easily to suit application or driver.

### CONS

- Generally not suitable for continuous outside use or in wet conditions;
- Need good floor conditions;
- Need to charge the battery nightly or when necessary;
- Need a vented charging area;
- High energy use on continuous high lifts and ramp work.

4. Will the truck have to climb any gradients? If so, how steep are they and how many times a day will the truck have to climb them?
5. How many hours will the truck work? How much of that time will be spent lifting, compared to driving?
6. What type of load will you be handling? What are the dimensions of the load and how will it be picked up - by forks or an attachment? Will the load be handled from either side?
7. Will the truck work in racking, and, if so, what is the minimum aisle width? You need to measure both racking to racking and pallet face to pallet face, and use whichever measurement is narrowest.

## IT'S IMPORTANT TO LOOK CAREFULLY AT HOW AND WHERE THE TRUCK WILL BE USED.

8. What is the maximum weight you will be lifting, and to what height? What is the top beam height?
9. Will there be pedestrians or people working in the same area as the truck?
10. Will goods be coming in and out each day? How will those goods be transported? How will the vehicles be loaded and unloaded - from the side drive, from a loading dock or by driving up a loading ramp? How many times a day will this happen?

## IC ENGINE DIESEL/LPG

### PROS

- Suitable for continuous outside use;
- No charging necessary - therefore the truck is always available even outside of normal working hours;
- Can work on uneven surfaces;
- Initial lower cost than an electric truck;
- Larger capacities available than electric;
- LPG can be used in some indoor applications;
- LPG has lower emissions than diesel.

### CONS

- Can be noisy;
  - Higher emissions;
  - Higher maintenance cost;
  - Higher fuel prices;
  - Higher lifetime cost;
  - Less adaptability than an electric truck;
  - Need to have a fuel supply.
- Information supplied by Mitsubishi Forklift Trucks UK.

## FEATURE: FORK LIFT TRUCKS

### NOT ALL FORKLIFT THOROUGH EXAMINATIONS ARE THOROUGH



A survey among companies owning and operating fork lift trucks has found that most Thorough Examinations do not meet user expectations. Indeed, a clear majority is confused by what exactly is included and who is responsible for making sure a truck conforms to legal requirements.

The survey – conducted by Consolidated Fork Truck Services – involved telephone interviews with truck users throughout the UK extending across a broad cross-section of industrial classifications and fleet sizes to ensure a representative sample.

On the positive side the research confirmed that a concerted campaign has had a dramatic impact on awareness of Thorough Examination, which is a legal requirement. When asked whether Thorough Examination was a legal requirement or merely “good practice” in a previous (2005) survey, around half (54%) answered correctly. Today, that number has risen to an impressive 76%.

Unfortunately, behind that headline figure there remains considerable confusion regarding what is actually included within a Thorough Examination. As a result, many tens of thousands of managers and directors may be responsible for equipment that simply isn't being examined as thoroughly as they had

anticipated.

For example, the vast majority of respondents – 93% - incorrectly assumed that any Thorough Examination would automatically include an inspection of their truck's brakes as a matter of course.

According to Simon Emery, Chairman of CFTS, the body which commissioned the research: “The confusion arises because, unlike the MOT on a car, the requirements of a Thorough Examination are open to interpretation. In effect, the body providing the inspection is able to decide what should and shouldn't be included.”

It was to overcome this clearly untenable situation that the two leading organisations in the fork lift truck industry – the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA), with the support of the HSE – joined forces to create a single, national procedure available to truck users, whatever their industry or location.

The result is a comprehensive procedure and strict code of practice, a programme of engineer and management training and the mechanism to monitor standards under the CFTS brand name. Companies accredited to the scheme – and there are around 400 of them – can be identified via the distinctive ‘kite’ certification mark.

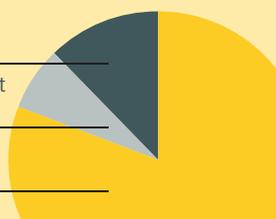
**“UNLIKE THE MOT ON A CAR, THE REQUIREMENTS OF A THOROUGH EXAMINATION ARE OPEN TO INTERPRETATION.”**

**Q: What do you believe is covered by a typical Thorough Examination?**

**12%** Lifting equipment, brakes, steering etc.

**7%** Just lifting equipment (LOLER inspection)

**81%** Whole truck



### WHAT IS A THOROUGH EXAMINATION?



A Thorough Examination is like an MOT for a car. It is a detailed inspection of all the safety related parts of a fork lift truck. In many ways it is more complex than the MOT. In addition to the brakes, steering, tyres, etc. being checked under PUWER 98 all the lifting components, hydraulics, chains, forks, etc. are inspected in accordance with LOLER 98.

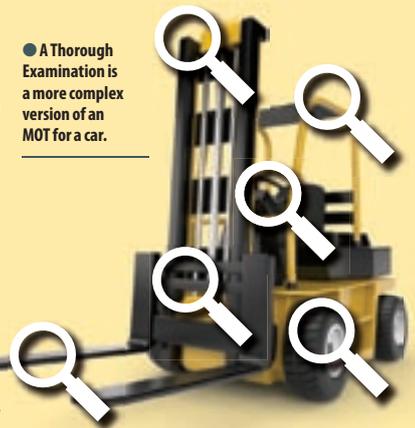
The regulations apply to fork lift trucks that are one year old. From the one year point onwards a Thorough Examination is required at least once every 12 months. In some instances a truck will need to have a Thorough Examination more frequently. If you are in doubt check this with your truck supplier or maintenance provider.

Just like an MOT for a car a Thorough Examination is not part of the maintenance process. It must be carried out and reported on separately from routine maintenance.

Generally speaking the employer of the operator of the fork lift truck (the owner or user) is responsible for ensuring that Thorough Examinations are carried out on time by a Competent Person and records must be kept.

● Information courtesy of the Fork Lift Truck Association.

● A Thorough Examination is a more complex version of an MOT for a car.



### WHAT'S 'FAIR WEAR AND TEAR' FOR HIRE TRUCKS?



The Fork Lift Truck Association has produced a new booklet which defines the term ‘fair wear and tear’ in relation to fork lift trucks.

The Fair Wear and Tear? guide, which is exclusively available through FLTA Members, explains to hire customers and their dealers what is and is not acceptable as wear and tear when a truck is returned at the end of a hire period.

Simon Emery, Chairman of Consolidated Fork Truck Services (CFTS), said: “We are all aware of what is expected when we hire or lease cars. We're aware – right down to returning it with a full tank of fuel – of any costs which will need to be paid.”

“There is a great deal of confusion, however, over what is expected at the end of a fork lift truck contract. There is a temptation to think that a fork lift truck is just a lump of steel which is immune to bumps and bangs.”

“Certainly, it is designed as a workhorse and will take a bit more punishment than a family saloon. But if it does get damaged, it can cost a lot more than you would imagine.”

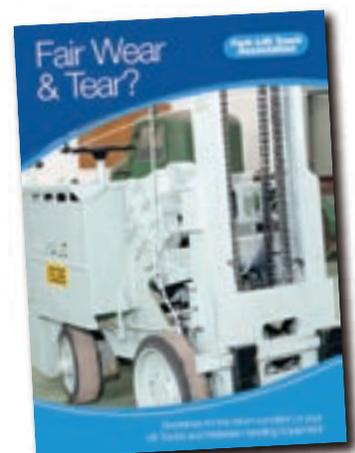
Replacing a seat can cost several hundred pounds, while damage to a safety structure, such as the overhead guard, can cost several thousands.

The easy-to-read 32-page booklet clearly

outlines dealer expectations when a truck is returned at the end of a hire period. More than 50 real-world examples help illustrate the types of damage which are unacceptable, such as damaged tyres, torn canopies and buckled backrests.

The guide is designed to help customers and dealers reach an amicable agreement about which repairs are the customer's responsibility at the end of the contract. The guide also gives advice on what to do in the event of end-of-contract disputes.

● Additional information about the Fork Lift Truck Association and its activities can be found by visiting [www.fork-truck.org.uk](http://www.fork-truck.org.uk) or calling 01256 381441.





## NEW MITSUBISHI ELECTRICS PUT THE FOCUS ON 'DRIVEABILITY'

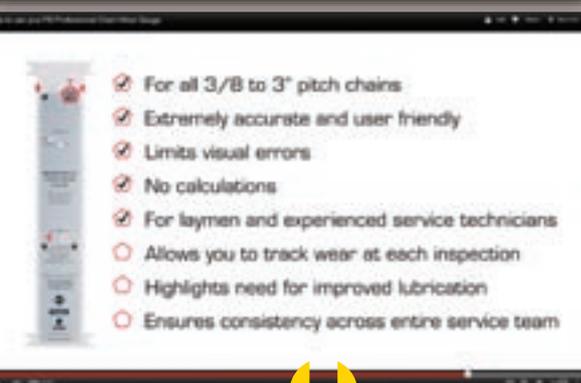
The single most important factor in increasing the productivity of a forklift truck is 'driveability'. This principle – proved by over two decades of independent research – has driven product development at Mitsubishi Forklift Trucks for many years. And it's the driving philosophy behind EDIA EM, the company's latest three and four wheel, 48 volt, 1.3 to 2.0 tonne electric counterbalance series.

In developing EDIA EM – the 'Electric Diamond' – Mitsubishi designers have aimed to make its operation highly intuitive and give the driver a strong sense of confidence and control. Driver-friendly features include FeatherTouch electric steering, which requires only half the effort of a conventional system and provides 'force feedback' to aid precision. Comfort is enhanced by the remarkably smooth, quiet steer motor. In fact, the average noise level for the truck as a whole, in a standard industry test, is less than 66 dB(A) for the three wheel and 67 dB(A) for the four wheel. That's about the level of normal conversation.

Mitsubishi uses the term 'ErgoCentric' for its approach to meeting drivers' needs. This is reflected in, for example, a particularly large, flat and uncluttered floor space and clear all-round visibility, as well as the conveniently deep, wide step and exceptionally large 'entry window'. The company points to its attention to detail in the design and positioning of each control, such as the hydraulic levers which are said to bring a feeling of precise movement. Buyers can also opt for a fingertip hydraulic control unit, based on the company's award-winning adjustable armrest concept.



● EDIA EM – the 'Electric Diamond'



## NEW GAUGE FOR FORK LIFT CHAIN SAFETY

Letchworth-based FB Chain Ltd has produced a short video that guides the viewer through the various stages involved in checking a fork lift truck's chain for wear using one of the company's unique chainwear gauge tools.

**"UNLIKE OTHER MAKES OF CHAINWEAR GAUGE ON THE MARKET, THE FB GAUGE ALLOWS CHAIN ELONGATION TO BE MEASURED TO WITHIN ONE QUARTER OF 1%."**

Peter Church, FB Chain's Managing Director, said: "Our new video gives easy to follow guidance on how to get the best results from the chainwear gauge – and gives handy hints along the way – and highlights key points to consider when using the product to ensure that a lift truck's chain is in safety working order."

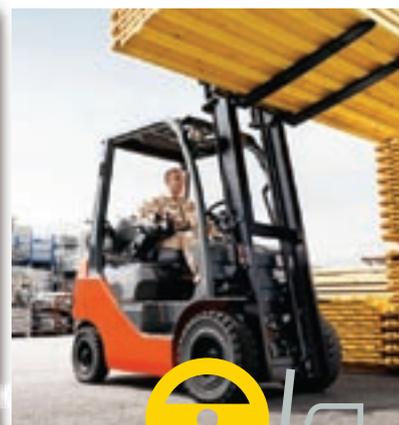


Unlike other makes of chainwear gauge on the market, the FB gauge allows chain elongation to be measured to within one quarter of 1%. Chain elongation is the most common cause of chain failure and the ability to monitor it accurately allows an engineer to assess if a chain is likely to need to be replaced before his or her next review of the truck is due. A chain that elongated by just 3% is considered to be dangerous and the fork lift should be taken out of service.

"Most chain wear gauges do not offer the accuracy that our gauges offer – they simply show if a chain is worn to the point that it needs replacing or not whereas the FB chain wear gauge enables an engineer to judge if a chain is likely to become dangerously worn before the next service, leading to the equipment being operated hazardously.

Checking a lift truck's chain for wear is essential because excessively worn chains can be lethal.

● View the new video online at [www.chainweargauge.com](http://www.chainweargauge.com).



## TOYOTA ADDS NEW COUNTERBALANCE TRUCKS TO SHORT-TERM HIRE FLEET

Toyota Material Handling has added over 250 new counterbalance fork lifts to its short-term hire fleet.

Toyota has expanded its 3,000 strong fleet of short-term hire trucks to include 250 new counterbalance fork lifts to help satisfy demand for planned and emergency short-term hire needs. The new trucks include Toyota's latest range of Tonero engine-powered fork lifts and Traigo electric-powered fork lifts, which are fitted with Toyota System of Active Stability, helping to improve safety and productivity. The new counterbalance fork lift trucks were delivered at the start of the new year and are available for hire now.

Alan Sowersby, Business Solutions Director for Toyota Material Handling UK said, "Often customers need short-term hire trucks as an emergency replacement or if they have unexpected demand, therefore they need a reliable and efficient supplier. By analysing our customers' requirements, we have increased our fleet in the areas where we have the most demand. Companies need short-term hire trucks for a variety of reasons and we want to ensure we have the right trucks available, when they need it."

Toyota Material Handling UK is able provide a wide range of short-term hire options from a single day to several months, including hand pallet trucks, counterbalance fork lifts and a range of warehouse trucks.

● For more information visit [www.ForkliftHireNow.co.uk](http://www.ForkliftHireNow.co.uk).

**PROFILE: TWO MEN AND A TRUCK**

## More than just a man and a van

Tony Donellan is at the leading edge of what could become a revolution in the UK moving industry - the moving franchise. Steve Jordan caught up with him to find out what it's all about.

Everyone in the moving industry is familiar with the idea of 'a man and a van'; but 'two men and a truck'! It sounds like a step up, and indeed it is, but if the experience in the US is anything to go by, it could easily become a great deal more.

Two Men and a Truck (TMT) was started in Michigan in the early 1980s by Mary Ellen Sheets, a single mother who wanted to give her teenage boys something to do in the school holidays. She sketched a stick man logo and put an advert in a local community magazine. The company now has more than 200 locations worldwide and a fleet of 1,200 trucks. The logo remains.

Tony Donellan, the company's general manager and a native Australian, has been in the UK moving industry for many years. His last job was as a depot manager for Pickfords. "I had no plans to leave Pickfords, I was very happy there," he explained, "but the opportunity with TMT came along and I liked the idea."

The company first expanded to Europe when it opened a corporate office in Ireland in 2007 on the back of the Celtic Tiger phenomenon. The company experienced tremendous growth and was TMT's top-performing franchisee for a while until the financial crisis hit, but is still doing OK even now. Tony's role, which he took up at the beginning of 2012, is to set up corporate

operations in the UK and oversee the building of a franchise network. The first office opened on 11 May, 2012, in Hayes.

"Our plan is to get two or three corporate offices operating in the London area within the next 18 months," explained Tony. "From there we can build the franchise network." The intention is to aim for 50 franchises in the UK but Tony concedes that perhaps 35 is more realistic. He already has some keen interest from franchisees but the process takes around nine months to complete from an initial expression of interest.

**"I had no plans to leave Pickfords, I was very happy there, but the opportunity with TMT came along and I liked the idea."**

Tony Donellan

Asked what makes him so confident that TMT can succeed in the toughest possible market where others are failing, Tony said that it is the company values and its flexibility that make the difference.

Flexibility comes from an hourly costing system so customers don't need to pay for time they are not using. "It's down to us to make sure we tie jobs together to make the margins," Tony explained. "It's hard at first but once you get some jobs

coming through it becomes much easier." Many of the jobs are booked over the phone so there's no need for a survey. Enquiries are also taken over the Internet but the quote is only given after a proper conversation with the customer to verify the nature of the job. In practise it's possible to make better money from a number of small jobs, properly coordinated, than from a full house move.

The company values are also at the core of everything it does. Franchisees are expected to operate within them. These include integrity, compassion, the need to have fun while doing your job, the inclusion

of people from all backgrounds, the requirement to give back to the community and something called The Grandma Rule®: to treat everyone the way you would want your Grandma treated (and yes that is a Registered trade mark!).

become a TMT franchisee is not easy. You will need capital to pay the rent on the premises, buying at least two trucks, and funding the operation of the business until the cash starts coming in. Tony expects

breakeven to come after around 18 months and a truly profitable business after approximately three years. "It's very hard work but it's important that we have everything done properly right from the start," Tony explained.

Franchisees pay 6% of income back to the master franchisor. In return they receive training in the US, support, the use of the distinctive black and white livery and the iconic stick man logo (you don't mess with the logo), and group marketing from a central fund.

Tony said that success will come from customer service. He said that the operating procedures are robust, response times very fast, and the staff are always helpful. This has led to a 94% customer referral rate and 23% growth in the US throughout the financial crash years. "We are not interested in competing against the man and van level of service," said Tony. "A lot of people have reservations about using them because they are notoriously unreliable. We won't compete with them on price but we will compete on the type of job they are doing. You'd be surprised how many people are looking for something different."

Although the company has only been operating in the UK for three months Tony said that it's already ahead of where it expected to be. "I guess if we can make it in this economic climate, we can make it any time."

# SELF STORAGE CONTAINERS

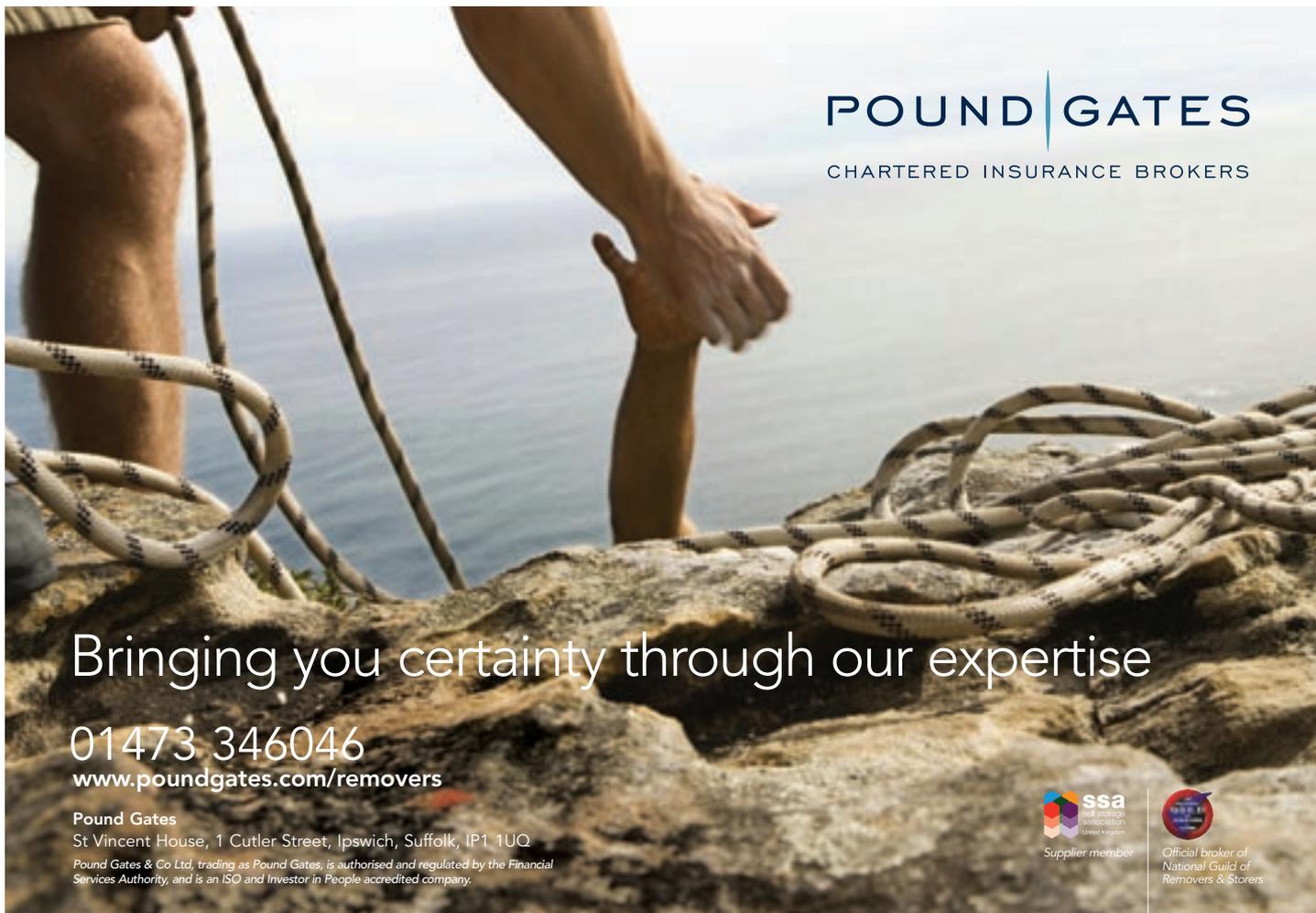


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**COVER STORY:** ANDREW PORTER LTD

● John Best (left) and Tim Aspey.

## Growth and success for Andrew Porter

Andrew Porter Ltd went into administration in 2009. It was bought back by the directors in a pre-pack sale designed to save the business and the livelihoods of as many of its employees as possible. Since then the company has prospered. Steve Jordan talks to John Best about the route to recovery.

**A**ndrew Porter Ltd was started in the early 1970s by Andrew himself as a man and a van operation in Wigan. Tim Aspey, now the company's Managing Director, joined as a porter in the mid 1980s. They have remained friends and colleagues ever since.

The company was successful. It grew to have a sizable staff and fleet of vehicles throughout the 1980s and 90s, and was an enthusiastic supporter of BAR with Andrew being closely involved with the Association at a local level.

In 1996 it branched out to include furniture logistics, i.e. the delivery of furniture for manufacturers and retailers. By 2008 the company was employing around 180 people and had a fleet of 60 vehicles.

Unfortunately one aspect of the business was becoming a drain on the company as a whole. The home delivery side of the furniture logistics business was taking up too much resource and the main customer, a major retailer, was acting unreasonably. "There was no partnership," explained John Best, the company's National Accounts Manager. "They were telling us

**"The choice we had was to make 80 people redundant and do a pre-pack or do nothing and make 180 people redundant."**

John Best

how to run our business."

Eventually the company had little choice but to opt for a pre-pack sale to relieve it of its debts relating to the home delivery work while retaining the profitable removals side. "The reason we did the pre-pack was because the removals side of the business was good. The choice we had was to make 80 people redundant and do a pre-pack or do nothing and make 180 people redundant." John explained that he, Tim and Andrew all invested in the new company and did what they could to make sure the creditors were treated as fairly as was possible.

### The rebuilding

Through 2009 and 2010 they worked very hard, often starting at 4.30am and working right through to the late evening - weekends too. It paid off. The strength of the removals side of the business was illustrated

by the fact that it was possible to grow again right in the middle of the worst recession in living memory. Fortunately, as the directors had always known, the removals business was sound and the retail logistics was doing well.

"We concentrated on better attention to detail. We focussed on our surveyors and sales staff to help them follow up better and look for opportunities to provide customers with additional information. We've re-opened our training centre with its mock house and employed a full-time trainer. Every time we lose a quote there is an inquest so we understand what we have done wrong. We have been adamant about price. When people come back to ask why we are more expensive it gives us the chance to explain and get involved in a dialogue, to build a relationship with them."

The company has also worked

hard to make more of its resources. It has vehicles running all over the UK doing furniture deliveries but, as the drivers are also experienced in removals they can take back loads from moving companies who trust them to handle the furniture and effects properly.

"We have really been pushing our return load service this year and it is proving very successful," John said. "UK-wide removal of a small load can be a costly procedure, but because our vehicles are spread across the country every day, we are able to guarantee collection from any area within five to ten working days."

"This is a cost-effective and convenient service for smaller, regional removals firms and is something we are seeing an increasing number of enquiries for. Plus it is good for us to be forming partnerships with other removals firms and helping them to fulfil jobs they may not ordinarily be able to complete."

The company is also making good use of the Internet though, perhaps, not in the traditional way. It doesn't use pay per click and, although it provides online quotes these are

always followed up by a surveyor's visit to verify the information provided and the quoted figure. This provides an opportunity for up selling and makes sure the customer is not misled.

Since 2009 the company has done well. It now employs around 80 people, has 45 vehicles and its turnover, of some £8million a year, is close to its peak in 2008. Net worth is improving steadily. And it's winning some impressive accounts including the moving of the Liverpool Library, one of the largest commercial moving contracts available in the area, won against stiff competition. "It's probably the biggest removals contract we have seen in the North West for a number of years," said John.

Looking back, the difficult times seem a long way off for Andrew Porter Ltd. "It's all in the past now," said John. "The company has moved on and is enjoying good growth. Our key strength is in our customer service, which we constantly look to maintain or improve, and we like to think our innovation and keeping in mind the bigger picture has helped us get where we are today." It's been hard work, but success has come as John, Tim and Andrew knew it would. The company, despite the recession, is set on track for a prosperous future.

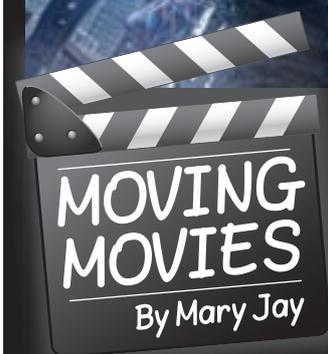
## John Best

John Best has recently rejoined Andrew Porter after a short time away from the business. He is a self-confessed outsider to the moving industry. Immediately on leaving school he became involved in deep-sea shipping sales and, soon after, moved on to air and road freight.

In 1998 he started his own business, TCM Management, handling time and mission-critical goods such as donor organs. He also spent some time in the migration shipping business as MD of Migrate Global in Manchester before joining Andrew Porter in 2008 to oversee its retail logistics business.



Andrew Garfield gets into the swing of being Spider-Man.



Title:

**The Amazing Spider-Man**

Director:

**Marc Webb**

Starring:

**Andrew Garfield, Emma Stone, Rhys Ifans, Denis Leary, Irrfan Khan, Martin Sheen and Sally Field**

Classification:

**12A**

Genre:

**Action/Adventure/Fantasy**

Run Time:

**136 min**



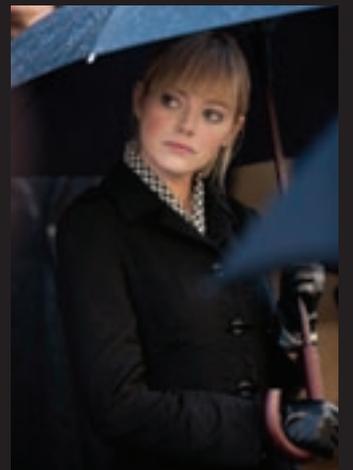
Mary Jay is a student of film at Redborne College in Bedfordshire.

## The spider returns

This is a re-make of the 2002 Spiderman starring Tobey Maguire with the same basic storyline. It is still about a boy called Peter Parker (Andrew Garfield), who gets bitten by a spider and turns into Spider-Man to help people. His parents still die when he is a young boy and he still has to live with Uncle Ben (Martin Sheen) and Aunt May (Sally Field). There is still a love interest, Gwen Stacey (Emma Stone), with a protective father (Denis Leary). There is still a good guy who turns into a bad guy (Rhys Ifans) who makes helping people a bit more difficult for Spider-Man. Other than this, it is completely different. There is no way to say which of the films is better, because there are so many differences between them. Although the 2002 film is a classic and should never have a bad word said about it, the 2012 version has been modernised a lot which makes it more impressive to watch. The special effects are so much bigger and a lot more advanced than they were in 2002. If possible, go and see it in 3D. With some films it

doesn't make a difference if it's in 3D or not, with this film it does. There are some shots in the film that should only be seen in 3D, it wouldn't be nearly as effective if it wasn't. Some parts audiences may find excruciatingly horrible if you have Arachnophobia, but those moments are gone in seconds - best to cover your eyes for those bits.

Andrew Garfield has done very well at doing the difficult job of filling Tobey Maguire's shoes, bringing the film emotion and comedy. He shows all the sides there should be to a teenage boy making us as spectators feel sorry for him, care about him, be angry at him and laugh at him. It's hard to say who the best actor in the film was because they all portrayed their characters brilliantly bringing something different.



## Upcoming films:

On 20 July *The Dark Knight Rises* came out, you'll probably be able to catch it. It includes most of the same cast from the

previous films, but with a few extra famous faces. Heath Ledger will be sadly missed as we watch it.

## NEWS: PRODUCT



## Automatic toll collection from DKV

From 2013 an environmental levy will be payable on French 'routes nationales' and dual carriageways by trucks over 3.5 tonnes. Fuel card provider DKV has recently signed an agreement with the French operator Ecomouv, paving the way for automatic collection and billing via an on-board unit.

DKV will be offering customers a new on-board unit for the collection and billing of all road tolls in France. The new DKV Box will be compatible with the French toll scheme TIS PL and will facilitate automatic collection of amounts due to use roads in France on which tolls and other levies are payable.

With the new DKV Box, DKV customers will benefit not just from easy payment facilities but also attractive discounts of up to 13% on TIS PL and up to 10% on the Eco Taxe levy under the Post-Pay scheme. DKV also offers customers a complete package: a comprehensive toll service from just one service provider – from ordering terminals to billing and VAT refunds.

DKV Box customers will benefit from innovative applications and value-added services such as DKV eReporting. The eReporting service offers customised analysis of transactions and efficient fleet management to save on costs. The DKV Box is quick and easy to fit and it's anticipated that customers will be able to order the new DKV Box from October 2012.

● For more information visit [www.dkv-euroservice.com/tolls-france](http://www.dkv-euroservice.com/tolls-france).

## GT Radial launch four new tyres

The new tyres from GAR820 and GDR619 are regional steer and drive tyres respectively, created to respond to the fast development of modern medium-sized trucks' increased requirements for comfort, noise, wet and dry handling and excellent wear out performances.

Both initially available in size 215/75R17.5, four other main sizes in the 17.5 segment will come to market by 2013. The GAR820 and GDR619 carry M+S marking indicating good winter performances.

The GDR621 is a regional winter drive tyre in size 315/80R22.5 This new pattern has been thoroughly tested in various winter conditions in Europe over several years. It has been found to work excellently in severe winter conditions as well as the mid-European combination of dry, wet, snow and ice. The size range will progressively be expanded in 2013.

The GTL925 is a new long haul trailer tyre available in 435/50R19.5 size. Designed for high cube trailers mainly operating in international long haul transport, the GTL925 is the first size in a future range of

upgraded trailer tyres that will enhance end users transport performance.

The company's first retreaded tyre – the GT REE TREAD – was launched at the recent Commercial Vehicle Show 2012. An acronym for reliable, economical and environmental, the GTR990 tyre is a high quality, hot cure bead-to-bead retread built on GT Radial casings, available in a regional trailer pattern and in 385/65R22.5 sizing.

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



● The GAR820



## St. Georges sticks on The Mover

St. Georges European Removals & Storage is supporting *The Mover* with stickers on its lorries. Very smart! Vehicle stickers are available free of charge: just e-mail [editor@themover.co.uk](mailto:editor@themover.co.uk).



## Wash your own high visibility garments

Users can now wash their own high-vis jackets with the Miele Professional washer and dryer. This could save money for companies that have a high usage of high-vis garments.

Like any type of clothing, high-vis garments can fade, become soiled or torn; but with high-visibility apparel, these imperfections can reduce the effectiveness of the garment. These items usually need to be sent off site to a specialist cleaner for washing and reprocessing, however the Miele equipment can care for them with a specially designed programme.

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Les Marshall, Sales and Marketing Director, Miele Professional explained: "Contracting work out to a commercial laundry involves considerable effort, distances and waiting times and often results in the need for double the amount of inventory."

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## Harrow Green appoints new commercial manager for Yorkshire and North-East

**B**usiness relocation specialist Harrow Green has made a major move with the appointment of Andy Crawford as Commercial Manager for Yorkshire and the North-East.

Andy, 41, who is from Glasgow, will be based at the company's regional centre in Millshaw Park Lane, Leeds. He will be responsible for a team of over 40 people as well as all areas of branch management including sales, operations, service delivery and administration; and will be tasked with full profit and loss accountability, growing the customer base and developing new opportunities.

Mr Crawford has joined Harrow Green from Crown where he spent four years as a senior business services manager responsible for the management of commercial relocation

services, new business and corporate accounts. He also managed new product development and marketing. Earlier in his career he worked for Pickfords, Business Moves Group and MJF.

Terry Gibbs, Regional Director, Harrow Green, said: "Andy brings extensive industry



● Andy Crawford.

experience to the role and will be instrumental in our long-term growth plans for the region. Harrow Green has an excellent reputation for delivering a first-class service and we

now seek to build on this as we further develop our client base in Yorkshire and the North-East."

## Andy Kester and Tim Lehnert promoted at Graebel

**A**ndy Kester and Tim Lehnert have been promoted within the Graebel organisation: Andy to the position of Senior Vice President for Graebel Van Lines, Inc. and Tim to Senior Vice President, General Manager at Move Management, Inc.

Craig Broback, President of the Continental Moving Services Group at the Graebel Companies, Inc. said that Andy joined the company in 1991 as an after-hours household goods coordinator. "Within one year he was promoted to dispatch coordinator and was among the first to participate in the company's management trainee program," he said. "His drive to grow with the company led to short-haul dispatcher, regional operations manager then central dispatch manager. As our special project manager, he is credited for the seamless relocation of our van lines' central dispatch operations from Wisconsin to the Graebel Companies' World Headquarters' campus in Denver, Colorado. Since 2004, Andy has been our vice president of carrier operations for our van line."

Tim joined in 1989 to work in customer services. "Tim has routinely accepted new challenges such as manager of special projects and has



● Andy Kester, top, and Tim Lehnert.

travelled overseas to countries like Tanzania and Rwanda to conduct in-person onsite training," said Craig. "Among positions that he has held are Graebel Van Lines' central fleet manager and transportation economics director at Graebel Companies. In 2003, he was appointed to director of Move Management, Inc.; and, most recently has been its general manager and vice president."



## Obituary: John Victor Trenchard

**J**ohn Victor Trenchard (Jack) was born in 1915 in Southampton and the family moved to Bournemouth following his father's discharge from the army after WW1 service. His father, Victor William Trenchard, started his business in 1919 from a corner shop with stables and yard attached and did furniture deliveries, baggage to and from the railway and house removals alongside his general groceries shop.

Victor eventually leased out the shop and concentrated on the removal business and when Jack left school at 14 he did a Motor Mechanic apprenticeship and then worked within the family business until he reached 65 in 1981, when he took a back seat and started to enjoy his retirement years.

During WW2 Jack was called to arms and saw active war service as a member of the Royal Hampshire Regiment, being taken prisoner in the battle for Tebourba Gap near to Algiers in 1941 and then spent the rest of the war in prisoner of war camps in firstly Italy and then Germany.

When he had a young family he gave further community service by becoming a Police Special Constable for many years. He was always an active member of the British Association of Removers which the family firm of Trenchards of Bournemouth had joined in 1946. He attended regularly the Bournemouth Sub Area and Southern Area meetings taking his turn as chairman.

He and his late wife Edna also attended many conferences of BAR and also in latter years of

## He and his late wife Edna also attended many conferences of BAR and also in latter years of FIDI and Eurovan...

FIDI and Eurovan where they made many friends of their era. Jack was also very active in the local Chamber of Trade and was president for a term. He was a founder member of the Rotary Club of North Bournemouth and when he was in his eighties transferred to the Past Rotarians Club of Bournemouth, which he and his close friend and neighbour George Burr attended regularly.

Two years ago Jack moved from Bournemouth to Torquay to be closer to daughter Lynda and her husband Robin. The old family firm of Trenchards passed into the hands of Pickfords and they still use this trading name. Son David was also very active in the local community with his parents support until 1981 when he left Trenchards and became owner and MD of Leatherbarrows.

In retirement Jack enjoyed reasonably good health, he gave a lot of support to his wife Edna who sadly died in 2004 after 64 years of marriage and only ceased driving his car when he was 93 following a slight stroke.

He died in Torquay Hospital on June 13 following a heart attack at the age of 97. The funeral was at Bournemouth Crematorium on June 26, 2012.

## Brad Stevenson joins AIReS

**B**rad Stevenson has joined AIReS in Pittsburgh, PA as the company's Family Services Partner Manager.

Brad has been in the relocation industry for some years. His role will be to develop new services with existing partners, and

promote AIReS as a full service relocation partner. "I am most excited by the opportunity to create a lasting partnership with a common goal to provide the highest quality service possible to clients that work with AIReS," he said.

**LEGAL: BAR ARBITRATION**

# BAR arbitration fails loyal member

Gavin Waite, from Steele & Co of Eastleigh has contacted *The Mover* to voice his frustration at the way he has been treated by BAR and BAR's independent arbitrator, in relation to a complaint by one of his customers.



**T**he problem was a simple one. In November 2009 the company quoted for a full container shipment to New Zealand. When the move took place, there was an overflow. On checking the inventory a large number of additional items were identified and the customer invoiced accordingly. The customer complained to Steele & Co and subsequently to BAR. The BAR conciliation service was not able to broker an acceptable agreement so the matter was referred to the BAR's independent arbitrator. That is when the shock came.

On 12 February, 2011, the arbitrator made his final award. Although he did not accept all the customer's complaints, on the matter of the additional shipping costs he found against Steele & Co stating "It is the responsibility of the removal estimator to make an accurate assessment of the size of container required."

Anyone who has ever spent a day on the road as an estimator will be familiar with the concept of customers trying it on; or, being a little more charitable, getting confused about what was and what was not included in the quote. Every estimator does his best to get the quoted figure accurate – there is no possible advantage in getting it wrong. Another BAR company, quoting in competition at the time, came up with a similar volume to Steele & Co. Yet this arbitrator, despite being shown inventories that showed clear discrepancies, chose in favour of the customer. Extraordinary!

The customer also complained that there had been some damaged items at destination and that Steele & Co did not respond to his e-mail asking for an insurance claims form. Steele & Co said that it had not received the e-mail. The arbitrator struck again saying "It is the duty of the Respondent [Steele & Co] to ensure that correspondence

addressed to it is properly received." Now that would be a good trick! How, precisely, does this learned gentleman expect anyone to know what it has not received. Remarkable!

Steele & Co was required to pay £2,995 in damages; £700 to cover the cost of the damaged items; and refund the customer's £100 registration fee.

"Had BAR told the client we were right, which we were, I truly believe this matter would have been resolved and nipped in the bud. The whole approach from BAR has been to wash your hands of this, you yourself failed to return my calls and e-mails when I sought support."

**Gavin Waite**

Gavin wrote to BAR on 23 February, 2011, saying that he was "staggered" by the result of the arbitration. "This is unbelievable and smacks of a total lack of understanding by the arbitrator," he said. He also asked for the matter to go to appeal.

BAR did not respond until 18 March, 2011, (and only then when prompted) asking for the information Gavin had sent three weeks earlier. By 1 April, having received no further communication from BAR, Gavin wrote again to complain regarding BAR's handling of his case. The deadline for appeals had then passed.

On 13 April BAR wrote to Gavin without apology. The e-mail said that it was not possible for BAR to appeal against its own system. In a remarkable admission it said, "That the system is imperfect is recognised, this particular arbitrator being the most obvious example of this perhaps, but efforts to create an alternative

have so far proved unsuccessful."

A further e-mail from BAR on 20 April acknowledged the delays saying: "circumstances here are rather challenging particularly with regard to available time." It repeated that arbitration was an independent process in which BAR can play no

action against that Member." In other words, pay up or you're in trouble.

At no time did BAR say that it was sorry or acknowledge that it had been lacking in any way except in that its staff were overworked.

On 2 March, 2012, Gavin sent an e-mail to BAR confirming that he had offered to settle with the client for a sum in excess of £3,800.00. "I am disgusted with the way BAR handled this complaint as an organisation you are there to provide guidance and support to the members," he said. "By your own admission the response to my request for assistance on this matter was delayed resulting in the appeals process being missed. This has left me in a terrible position in an awful trading environment."

"This case was passed over by your own staff who simply in my opinion couldn't be bothered. Had BAR told the client we were right, which we were, I truly believe this matter would have been resolved and nipped in the bud. The whole approach from BAR has been to wash your hands of this, you yourself failed to return my calls and e-mails when I sought support. What exactly are the benefits of membership?"

When Gavin contacted *The Mover* on 4 July, 2012, he had received no further response from BAR, hence his frustration.

● **The Mover sent this article to the BAR for comment but received no response.**

## @ Comment

Have you had experience of using the BAR arbitration or conciliation service?

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

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**YOUR COMMENTS**

# YourComments

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

## Re: APAK re-pack

*The Mover*, July 2012, page 10

### Tony Tickner

The Euro Group

Having read the above article Tony Tickner from The Euro Group wrote to *The Mover* to put the record straight.

He said that APAK Removals & Storage and Sowerbys Removals was owned 50% by Andy & Anne Marie Pearson and 50% by Sowerbys Estate Agents. When the company went into liquidation on 12 March, 2012, The Euro Group expressed an interest in buying it and Sowerbys Removals direct from Sowerbys Estate Agents.

**“The Euro Group paid all local suppliers who were out of pocket and all of the local suppliers currently still supply services to APAK.**

Tony Tickner

The Euro Group made an offer to buy the assets from the liquidator, and offer employment to all the staff as long as agreement could be made quickly. The sale was completed on 21 March including: the name APAK Removals & Storage; the goodwill comprising the intellectual property, databases, customer contracts and the right to use the website; the chattel assets; and the right to the storage. The following day Euro Group also agreed the purchase of Sowerbys Removals direct from Sowerbys Estate Agents.

Tony said that the article in *The Mover* stated that many suppliers were left with a bad debt and that BAR itself was owed £2,000 and a local estate agent over £40,000. “I would like to correct that and confirm that BAR was not owed any funds and the local estate agent was



● Above: the APAK re-pack story as it appeared in July's *The Mover*.

Sowerbys who in turn owned 50% of APAK and the total owed was only £29,000 in the way of a directors' guarantee on a truck lease, and this was released once The Euro Group paid the balance of the lease off to the finance company. In fact most of APAK's bad debts were owed on vehicle leases all of which were paid off in full by The Euro Group."

Tony added that APAK has a good local name and said that there was goodwill in the area from local suppliers, once the purchase was made. "The Euro Group paid all local suppliers who were out of pocket and all of the local suppliers currently still supply services to APAK."

The article asked whether the BAR rules should allow Euro Group an alternative trading name of APAK Relocations in membership. Tony explained that his company legally purchased the name APAK and APAK trade as The Euro Group T/A APAK Relocations. He said that APAK has a good local name and that he wanted to continue with its local growth. As a branch of The

Euro Group it can now offer financial security. "As an owner and the MD of The Euro Group I am proud that in these economic and challenging times we have saved 22 local jobs," he said. "Furthermore local individuals and companies have the assurance that their local moving company is part of a larger group that holds financial guarantees and can offer a much wider range of services." He added that Euro Group currently has offices in the UK, France and USA and is currently looking to open a further branch in Norfolk and the end of 2012. "This will be further enhanced in 2013 with branches opening in the SE and NE of the UK," he said.

"I have to ask myself whether the article in July's *Mover* is 'just sour grapes'," continued Tony, "as the person who wrote the article not only employed one of the old owners of APAK, but also made an offer to purchase the assets of APAK from the liquidator."



## Re: Bournes uses iPads for surveys

*The Mover*, March 2012, page 15

### Michala Dench

Andersons Removals

Just reading about your article on Bournes using an iPad for their surveys, Andersons Removals also introduced using this system last year, I am their surveyor and some customers do not expect to see a lady estimator on their doorstep, but my strike rate shows that 'Girls Rule'.

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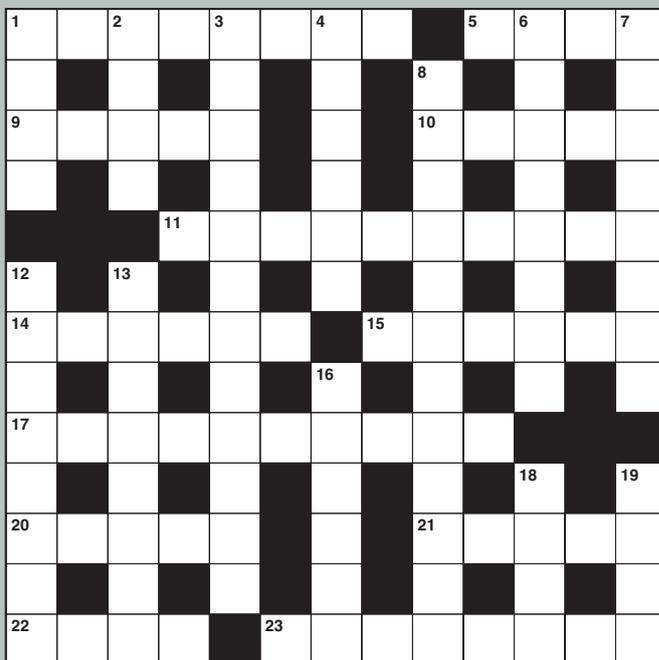
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# Puzzles



### ACROSS

- 1 Cause to feel sorrow (8)
- 5 High-value playing cards (4)
- 9 Clean with a brush (5)
- 10 Egg-shaped (5)
- 11 Engagement (10)
- 14 Overjoyed (6)
- 15 Hits hard (6)
- 17 Proposal (10)

- 20 Fly around a planet (5)
- 21 Use to one's advantage (5)
- 22 Slanting; oblique (4)
- 23 Uses again (8)

- 6 Come together (8)
- 7 Most saccharine (8)
- 8 Characteristic of the present (12)
- 12 Variants (8)
- 13 Real; definite and clear (8)
- 16 Attitude or body position (6)
- 18 Travel on water (4)
- 19 Expression of regret (4)

### DOWN

- 1 Too (4)
- 2 Increased in size (4)
- 3 Enhancements (12)
- 4 Measure of loudness (6)



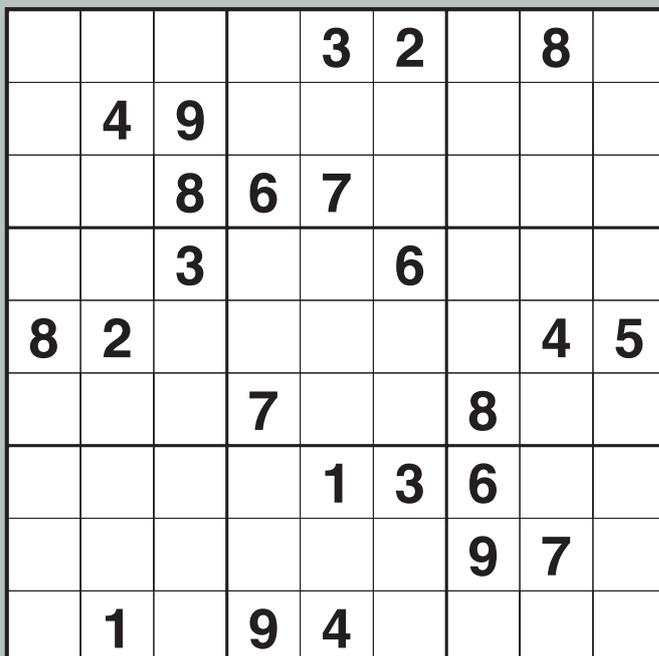
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## DIARY DATES

# DiaryDates

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### European Self Storage Conference

12 – 13 September, 2012, Budapest

### Fork Lift Truck Association: National Fork Truck Safety Conference

26 September, 2012, Warwick University, UK

### FEDEMAC General Assembly

28 – 30 September, 2012, Innsbruck, Austria

### IAM 50th Annual Meeting

10 – 13 October, 2012, Washington DC, USA

### UKWA Warehousing Futures Conference 2012

29-30 October, 2012, St John's Hotel, Solihull, UK

### ASTAG Annual Convention

12 November, 2012, Switzerland

### 16th Annual EuRA International Relocation Congress

24 – 26 April, 2013, Bucharest

### FIDI Annual Conference

12-16 May, 2013, Athens, Greece

### OMNI Annual Conference

7 – 10 May, 2013, Monte Carlo

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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.

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# Did you know?

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

11% of people are left handed.

August has the highest percentage of births.

Unless food is mixed with saliva you can't taste it.



The average person falls asleep in seven minutes.

Most lipsticks contain fish scales.

Lemons contain more sugar than strawberries.

Instant coffee was invented in 1901.

A bear has 42 teeth.



## Puzzle solutions



A	G	G	R	I	E	V	E		A	C	E	S	
L		R		M		O		C	O		W		
S	W	E	E	P		L		O	V	A	T	E	
O		W		R		U		N		L		E	
				C	O	M	M	I	T	M	E	N	T
V		T		V		E		E		S		E	
E	L	A	T	E	D		S	M	A	C	K	S	
R		N		M		S		P		E		T	
S	U	G	G	E	S	T	I	O	N				
I		I		N		A		R		S		A	
O	R	B	I	T		N		A	V	A	I	L	
N		L		S		C		R		I		A	
S	K	E	W		R	E	C	Y	C	L	E	S	

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

## FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail [editor@themover.co.uk](mailto:editor@themover.co.uk).

- Features coming up:
- September: Isle of Man
  - October: Northern Ireland
  - November: Body Building
  - December: Packaging/Materials
  - January: Scotland



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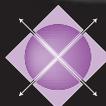
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Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
<b>MARKETPLACE*</b>			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (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	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
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