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TheMover



OUT OF THE SHADOWS

An interview with Derek Milner
of Intransit. Page 26



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TheMover

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LEADER

Time for sales to take the lead

Steve Jordan, Editor



The world of moving, in the UK at least, seems to be on the up. And about time you might say. Most of the movers I talk to had a pretty good year in 2012, good by comparison to the last few anyway. I have heard also today that the UK housing market is looking a little brighter so that's a good sign for 2013 too. Business generally seems to be better but prices are still stretched. There still seems to be plenty of people out there prepared to work for peanuts.

Then again, there always has been. Movers seem to have a unique ability to compete on price when, in fact, there is so much else that is important to customers if only our sales people had worked out how to get the message across. In a past life I used to lecture on sales for BAR. It was clear to me then that most sales people talked about quality but when you asked them to demonstrate it, they looked at the floor and dribbled. Ask them to differentiate their service from a competitor's and they would waffle and fail to make any sense.

People often said to me that there was little actual difference between them and a competitor so it was only price they had to sell on. I understand, but the obverse of the coin is that when everyone is the same, being different (better) should be easy: you don't need to do much extra to be extraordinary. So how about asking yourself today, what can you do in the future that's a little different from your competition? How can you show your quality and attention to detail? How can you make your customers pay a little more because they get you as part of the package? It's not easy, I know - I did it for long enough - but it is possible. What's more, as the market begins to recover which, I feel it certainly will in 2013, it really is worth making the effort to spend a little longer with each customer, be a little more attentive, and work a little harder because the business is coming back. The challenge now is to be bold enough to believe in your quality, make your customers see it, and make some real profits again.

Merry Christmas and a happy, healthy and prosperous 2013.

Steve Jordan



● 88% of businesses reported a rise in transport costs.

Business costs still rising ahead of inflation

The cost of doing business has continued to rise during 2012, with energy costs still the most commonly seen increase among SMEs, research by the Forum of Private Business has indicated.

The Forum's latest quarterly *Referendum* survey, carried out among its members, shows firms are still facing an uphill battle to make ends meet.

The results showed in total 95% of businesses have seen an overall increase in their business costs. 85% of businesses reported an increase in energy costs, 88% in transport costs, 82% a rise in marketing costs, and 73% a rise in the cost of raw materials/stock.

Also of concern, the report identified around one in three business owners who admitted to being unable to pass rising costs onto customers, forcing them to cut their own costs to keep prices static. Alex Jackman, the Forum's Senior Policy Adviser, said: "The major reasons for increases in prices are predominantly down to VAT and energy prices rising, coupled with the weakness of sterling for importers. Unfortunately, it doesn't look as if there is going to be any respite from energy hikes any time soon. Oil prices have started rising again having dipped in the summer, and now we have the likes of British Gas raising prices for customers too. On the horizon we have a 3p a litre increase in fuel duty scheduled for January."

While annual inflation has dropped from around 5% to 3%, the research also found small business inflation running at 6.7%. This means prices have risen far faster for micro, small and medium-sized businesses than for the rest of UK society, although

this is less than the 8.3% figure reported by the Forum last year in research into business costs, suggesting things have improved, albeit slowly. Wage inflation is around the same level as underlying inflation as reducing staff costs has been the only way for some businesses to continue trading.

"The major reasons for increases in prices are predominantly down to VAT and energy prices rising..."

Alex Jackman

The most frequently cited exacerbating factors were customers paying late (59%) and competitors offering products below cost price (55%). Changing payment terms had been a problem for 24% of businesses in dealing with suppliers, and 26% in dealing with customers. This latter issue suggests there is much work to be done in encouraging more firms to subscribe to the Prompt Payment Code, which addresses the retrospective changing of payment terms and conditions.

● **The Forum of Private Business is a proactive business support organisation focused on the growth and profitability of small businesses. For more information visit www.fpb.org.**

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NEWS: UK

CROWN RELOCATIONS DEVELOPS MIGRATION BUSINESS

Crown Relocations has hired Tony Vullo to develop the company's migrant business opportunities across the UK. Tony has been appointed as Business Development Manager – Migrant Market and will be responsible for increasing revenue by forming strategic partnerships across a variety of sectors.

With a strong background in business and sales development, Tony will manage the online sales team to ensure its continued success, as well as working with teams throughout the UK to identify opportunities for developing links with individuals looking to move abroad.

Alongside running the online team to ultimately increase the number of new clients and referrals, Tony will work closely with a number of industry-associated partners, including businesses from the airline, personal finance and visa and immigration sectors, to increase and enhance Crown Relocations' strategic alliances.

Tony commented: "It's great to be working with so many people across the business to drive the migrant market forward and I'm looking forward to embracing the challenge of working in a different industry. Thousands of people leave the UK every year for a new start abroad so I'll be tapping into the migrant scene and establishing trends to enable me to get into the minds of this target audience."

David Hollins, Regional General Manager – UK & Ireland, Crown Relocations said: "Tony's appointment has come at an important time for the company. We welcome Tony's experience and knowledge and look forward to seeing him implement his strategy for the relocation market."



● Tony Vullo.



● The idea is to make it easier for companies to take on staff, thus boosting growth.

'Employee owner' plans set out to boost growth

A consultation setting out plans for a new employment status called an 'employee owner' was published on 18 October by Business Minister Jo Swinson.

The move follows an announcement by the Chancellor on 8 October and will provide companies with a new option to increase the flexibility of how they hire people and help their companies grow.

Under the new employment status, employee owners will have a different set of employment rights and they will be given shares in the company of between £2,000 and £50,000. Any increase in value of these shares will not be subject to capital gains tax.

Employees taken on this way will have all of the rights associated with other employees except for:

- Unfair dismissal rights (apart from automatically unfair reasons and where dismissal is based on discriminatory grounds);
- Rights to redundancy pay;
- Certain statutory rights to request training;
- The statutory right to request flexible working;
- Employee owners will have to give more notice to their employer of their intention to return from maternity or adoption leave early.

Business Minister Jo Swinson said: "We know that engaged employees are more productive and motivated. This scheme increases the options for business and brings greater flexibility to companies and employees in determining their employment relationship. By responding to the flexible needs of fast growing companies, it will help them take people on, providing a real incentive for employers and employees."

"We know that engaged employees are more productive and motivated. This scheme increases the options for business and brings greater flexibility..."

Jo Swinson

It will be entirely voluntary for the employer to offer the new status and for an individual to choose to accept it. An employer will be able to choose the new status and still choose to offer more rights to its staff, e.g. the right to request flexible working or higher levels of contractual redundancy pay.

Companies of any size will be able to use this new kind of contract, but it is principally intended for fast growing small and medium-sized companies that would benefit most from a flexible workforce.

The consultation on the proposal was focussed on both employment law and company law issues and closed on 8 November, 2012. The Treasury will be consulting on the tax matters separately.

Legislation to bring in the new employee owner contract was introduced via the Growth and Infrastructure Bill, with the aim of companies being able to offer the new type of contract from April 2013.

BISHOP'S HELPED KEEP LONDON MOVING THIS SUMMER

This summer, Bishop's Move worked with The Stagecoach Group to help keep London moving during the Jubilee celebrations and the Olympic season.

With assistance from Bishop's Move, Stagecoach helped form the backbone of transport across London during the Games. Bishop's Move was on hand to assist with this high profile assignment, transporting suitcases and holdalls to various hotels and campuses around London, including a cruise ship which was docked near to London City Airport.

In a contract that was worth in the region of £50,000 to the removals company, Bishop's Move helped keep the capital moving on a total of six days during July, August and September, when the number of visitors to the Games was at its peak.

Steve Burd, Managing Director of Stagecoach Midlands, commented: "I would like to thank Bishop's Move for their help and assistance with Stagecoach's July, August and September moves and the helpful and pro-active manner in which the team dealt with many of the necessary last minute changes. Their assistance was much appreciated."

Al Bingle, Bishop's Move Managing Director, said: "We were delighted to be approached by Stagecoach to assist in the delivery of a successful transportation programme throughout what was an extremely busy summer in London. We are proud of the small role we played in making the Games such a huge success and for helping things to run smoothly behind the scenes."



● Delighted to be approached - Bishop's Move Managing Director Al Bingle.



● Watson's – a growing reputation in the commercial field.

Removal firm picks up major new contract

North East-based removals firm Watson's has landed a major contract with multinational giant AMEC to assist in the move of over 500 office stations into new premises.

The Darlington company will work with AMEC as it moves staff into its new home on the Lingfield Point business park, on the outskirts of Darlington.

AMEC is the latest in a long line of new commercial customers for Watson's, as it continues to grow its presence in that area alongside continually healthy demand for domestic removals and storage. To facilitate the AMEC contract and other commercial work, the company has now added a new vehicle to its fleet.

Company owner Mick Watson said: "We're delighted to have won this work and our reputation continues to grow in the commercial field and every opportunity that comes our way enables us to prove we are a professional team which prides itself on the quality of our customer service."

"We chose Watson's Removals because the team there were extremely professional..."

Kevin Catterick

Kevin Catterick, Head of Function at AMEC, said: "We chose Watson's Removals because the team there were extremely professional, and provided us with a deliverable and affordable solution."

As well as AMEC, Watson's lists a number of other major UK firms among its commercial clients including NIFCO, the Student Loans Company and Darlington Building Society.

Harrow Green moves library for the University of Leeds

Harrow Green has been chosen to relocate 19,000 linear metres of books at the University of Leeds.

The project is the latest in a number of education sector moves undertaken by Harrow Green in the region with a combined value in excess of £400,000.

Karl Crompton, Commercial Consultant, Harrow Green, said: "Harrow Green has gained an excellent reputation as a specialist library mover alongside our commercial relocation expertise. We have worked with the university on a number of projects over the past few years."

Pound Gates is best employer in East Anglia

Chartered insurance brokers Pound Gates is celebrating after winning an award for being the best employer in East Anglia as well as achieving both the ISO 14001 and 9001 accreditations.

Pound Gates was recently acknowledged at the Best Employers Eastern Region Awards as the Best Overall Business with 50 employees or fewer and also received the Award for Employee Values. The 2012 awards announced in October are based on an online staff survey exploring a company's culture and values. The confidential survey attracted over 5,000 participants.

Director, Rob Thacker said, "We are extremely pleased to have been recognised. The awards are testament to how much as a company we value our staff, as it is only through their dedication and commitment that we can deliver our superior client experience."

The company has also achieved its ISO 14001 accreditation certifying its commitment to environmental management. Pound Gates has worked economic and green concepts into its supply chain, choosing and working with partners and suppliers to monitor their environmental compliance and so ensure a sustainable future.

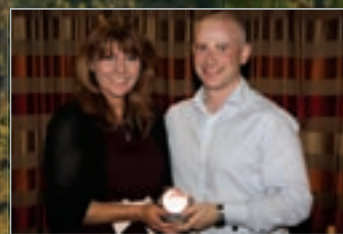
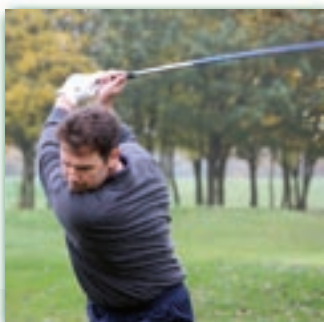
Environmental Officer, Juliet Hood said, "As well as reducing our usage of consumables, such as paper and electricity, we select low emission vehicles and ask our staff to cycle, walk or make appropriate use of public transport where possible."

In September Pound Gates also renewed its ISO 9001 accreditation certifying its commitment to quality management and continuous improvement. Pound Gates has held this accreditation for 20 years.

Owner and Managing Director, Kevin Collins said, "At Pound Gates we put the client experience at the heart of everything we do and one of the ways in which we do this is through the investment in our staff. I am extremely proud we have been acknowledged as a good employer. Taking responsibility for our environmental impact has always been high on our agenda and an important part of being a responsible business within our community. This ISO accreditation sits comfortably alongside the charity fundraising and volunteering our staff undertake as part of our wider corporate socially responsible approach."

● Below: Rob Thacker;
right: Kevin Collins.



EVENT: PICKFORDS GOLF TOURNAMENT

Top centre: Adele Churchill, NSPCC; top: the winning team - left to right: Steve Boyd (Pickfords), James Pearson (Ecu Line UK) and Michael Cornish (Agility GRMS). Lyndsey Daykin, Head of Marketing for Pickfords, handed out the prizes. Centre: Steve Gooding, longest drive. Above: Roger Moore, nearest the pin.

Pickfords charity golf – take two

Thirty-two intrepid golfers braved the damp fairways of the Abbey Hotel course in Reddich for the annual Pickfords golf tournament in aid of the NSPCC.

Although the fairways were wet and the greens on the sluggish side the weather was sublime by comparison to a few weeks earlier when the event had to be cancelled because torrential rain had made the course unplayable. As always, a few of the players found it pretty tough anyway.

After the golf was complete everyone gathered in the hotel for a charity dinner including a silent auction, an extensive raffle, and a not so silent auction when many of the raffle winners chose

to auction their prizes to raise even more money for the charity.

Adele Churchill, from NSPCC attended the dinner and thanked everyone at Pickfords for their support. She said that when Pickfords started working with the children's charity it had a target to raise £25,000. That total was quickly passed with £67,000 being raised in 2012 alone from a combination of events including the London Marathon, a parachute jump and a cycle ride from London to John O' Groats. The new target figure for Pickfords is £150,000.



Left: Russel Start; above: marking the card.

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NEWS: UK

TRAINING COMPANY WARNS OF LOADING BAY DANGERS

Loading and unloading of goods has been identified by the Health and Safety Executive (HSE) as the highest risk activity commonly carried out in many sectors, accounting for up to 30% of all workplace transport accidents.

Mentor Training's Technical Manager Steve Baldwin explained: "Loading bay safety always needs special attention, with so many load, pedestrian and vehicle movements. The extra risks of visiting drivers who don't know your procedures, and the potential for loads to shift in transit also pose a particular safety issue to those working in and around loading bays."

Special safety measures recommended by the HSE for the loading bay include additional risk assessments, producing procedures on delivering for visiting drivers and empowering drivers and staff to halt loading or unloading instantly, should they have any concerns.

Additionally, the Fork Lift Truck Association urges businesses to ensure all staff visiting the loading bay, in whatever capacity, are adequately trained to recognise the unique risks involved.

● For free advice from Mentor Training's in-house experts, e-mail: info@mentortraining.co.uk.

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● The Crown team reaches Paris.

Crown employees get on their bikes for charity

A group of employees from Crown Worldwide Group have pedalled 321 miles to raise money for the company's Charity of the Year, DebRA. 15 staff from the records management and relocations businesses completed the journey from London to Paris for the bike ride fundraiser.

The trip saw the amateur cyclists ride an average of 107 miles a day and burn nearly 300,000 calories between them before reaching the Eiffel Tower in Paris. The collective £9,500 raised will be matched by Crown Worldwide Group, resulting in a total of £19,000 for the rare skin condition charity.

Mark Browne, London & South East Regional Operations Manager at Crown Records Management, said: "After over 13,000 miles in training it felt great to finally achieve the London to Paris cycle route and raise so much money for DebRA. We were privileged to travel through some amazing scenery and see some spectacular sunsets and while it was a challenge, it was well worth it knowing the funds were going to

such a great cause."

Stuart Lawson, Global Alliance Manager at Crown Worldwide Group and fellow cyclist, added: "The whole team did a fantastic job in keeping everyone going on the trip and there was a group sense of pride throughout knowing that we were doing our bit in helping those suffering with the skin blistering condition, EB. It's been a real adventure and we are delighted to have raised such a fantastic amount for DebRA."

The 15-strong team included four members of staff from Crown Paris. The £19,000 London to Paris donation now brings the total money raised for the charity by Crown Worldwide Group to over £47,000 so far. Read the team diary at www.moveoverseas.co.uk.



What does DebRA do?

DebRA works on behalf of people with the skin blistering condition Epidermolysis Bullosa (EB), a very rare genetic condition in which the skin and internal body linings blister at the slightest knock or rub; causing painful, open wounds. EB is likely to affect one in 17,000 live births and it is estimated that there are currently 5,000 people with the condition in the UK.

To make a donation to DebRA, please visit www.virginmoneygiving.com/Crown_London_2_Paris.

Request for flag poles!



● TumbleUp4Life group.

Every year UTS Bournes supports the TumbleUp4Life charity that raises money for cancer research. As a worldwide network, UniGroup Worldwide UTS supports the Inspire2Live

organisation by promoting and supporting its events and encouraging teams from its 1,300 worldwide service centres to join the challenges and raise funds for this worthwhile cause.

The 'iron mountain' of South Wales, The Tumble, is the site for the annual challenge where cyclists attempt to reach the summit as many times as possible in a single day to replicate the daily challenges a cancer patient faces.

Next year's event will take place on May 4, 2013, and the charity is appealing for help in sourcing flag poles for the event, because as a charitable organisation it doesn't have any funds to buy them. If anyone has any portable flag poles that they'd be willing to lend the charity for the event, or knows someone that might be able to help, please e-mail Diana Castrop, TumbleUp4Life Race Director, at tumbleup4life@gmail.com.

Britannia Sandersteads chooses 12t DAFs to replace 7.5t vans

Britannia Sandersteads has taken delivery of two DAF 12t vans to replace smaller 7.5t vehicles.



● The new DAFs outside Sandersteads' office in Surrey.

The move to larger vans was prompted by new regulations requiring some drivers to take an LGV test to drive 7.5t vehicles that could previously be driven by anyone holding a car licence. The extra capacity also means there are no problems with weight restrictions which was often a concern with the smaller vans.

The DAF – FALF45 vans are capable of carrying four industry-standard 250ft³ storage containers and have a loose pack volume of

1,500ft³. If more capacity is needed a five ton trailer can be attached accommodating two storage containers or 800ft³ loose pack. Both vans were built by Unique Van Bodies and feature three-seater day cabs with two-man sleeper pods for long distance moves in the UK and Europe.

The trucks are ideal for use around the leafy suburbs of Surrey which often pose tight access problems and also around central London, where again access and parking become a real challenge.



● European Driver Troy Ashley with Project Manager Jon Barton.

Santa Express and The Euro Group

Following the huge success of last year's campaign, The EuroGroup of Mildenhall has again teamed up with local radio station Zack FM to deliver a special Christmas to children who are less fortunate at this festive time of the year.

Zack FM will again appeal for toys in a fresh campaign, 'Santa Express', and once the donations of new toys are received they will be distributed to the children.

Last year the combined efforts made it possible to provide hundreds of less fortunate children with Christmas presents and raised an unbelievable estimated twenty thousand pounds-worth of new toys for the children. Some of the toys were taken to local social services and then on Christmas Eve many were delivered to West Suffolk's Rainbow Ward for children staying in the hospital over Christmas. Toys were also supplied for the play unit which is normally stocked with second-hand toys.

At midnight last Christmas morning the toys arrived at the children's unit at Addenbrooks hospital in Cambridge, where over 60 children who were in

Some of the toys were taken to local social services and then on Christmas Eve many were delivered to West Suffolk's Rainbow Ward for children

hospital on the day all received new toys and again their play unit was stocked with a substantial amount of toys for use by future patients.

The last of the toys were donated to local churches that put them to good use for their causes.

The EuroGroup said it is very proud to be in a position to help with its expertise being put to use for such a good cause and putting smiles on so many children's faces.



New website for used trucks

Mike Fahey of Cheshire Removals has launched a new website specifically to sell used vehicles. Mike has been selling removal vans for some time but this is the first time he has had a dedicated website for

the purpose. He says that the site has trucks of all shapes and sizes and if he hasn't got what you are looking for in stock, he can probably find it pretty quickly.

Take a look at www.removaltrucks.co.uk.

BUSINESS: TRADE ASSOCIATIONS AND GROWTH

Trade associations key to UK growth says report

Lord Heseltine launched his long awaited government commissioned report, 'No Stone Unturned in Pursuit of Growth', on 31 October.

Among the 80 or so recommendations Hestletine cited the close involvement of trade associations with government as a key element in the nation's road to recovery with lead associations appointed to represent specific industry sectors.

The British Association of Removers (BAR) was one of only a handful of trade associations to be consulted on the report

and focussed on the need for smaller sectors like the removals industry to be represented properly and not be side-lined by broader sectors such as the wider logistics industry. BAR also called for improved standards, clarification of the role of trade associations and a code of practice. It also called for a clear divide between legitimate trade associations such as BAR and other organisations claiming to represent the sector.



● Michael Heseltine.

Extracts from the Heseltine report:

3.99

Trade associations clearly have a key role to play in improving government's engagement with business sectors. The problem is the reality on the ground. In general sectoral representation in the UK is fragmented, duplicative and often poorly resourced. There is no legislation governing trade associations and no requirement on them to be registered. Anyone can set one up.

3.100

The result is a proliferation of bodies of variable quality. The Trade Association Forum estimates that there are currently as many as 3,500 trade associations in the UK. There have been various attempts to address the problems of business representation dating back to the Devlin Commission in 1972, but the issues of fragmentation and proliferation are still very much alive today. There has been little effective action to address these issues since that report.

3.101

Many of these issues are for business to sort out for itself – I discuss this further in Chapter 5. However, through the way it chooses to engage with sectors, government can provide powerful incentives for trade associations to improve and rationalise.

3.102

First it needs to reintroduce the concept of lead associations. This would require government to

nominate a trade association as the focus for its engagement with a particular sector. Government would then channel all of its engagement, such as consultations, through the lead association. Permanent secretaries and ministers should specifically ask whether policy has been developed in consultation with the lead association. This does not involve any sort of veto on government policy. It is designed to ensure a deeper understanding of the issues and opportunities involved. It simply ensures, as a minimum, proper consultation. Again it is common practice overseas.

3.103

A condition of nomination must be that the lead association takes on responsibility for ensuring that the views of the entire sector are fairly represented, and that steps are taken to draw all trade associations operating in a particular sector into new, more strategic working arrangements. This can be done, not only through mergers, but through the creation of umbrella bodies. The creation of the Construction Products Association is an example of what is possible. So too is the formation of ADS in 2009 through the merger of the Association of Police and Public Security Suppliers, the Defence Manufacturers Association and the Society of British Aerospace Companies. It would be a welcome initiative if industry more widely examined the plethora of such bodies with a view to streamlining and improving focus where appropriate. In the end they

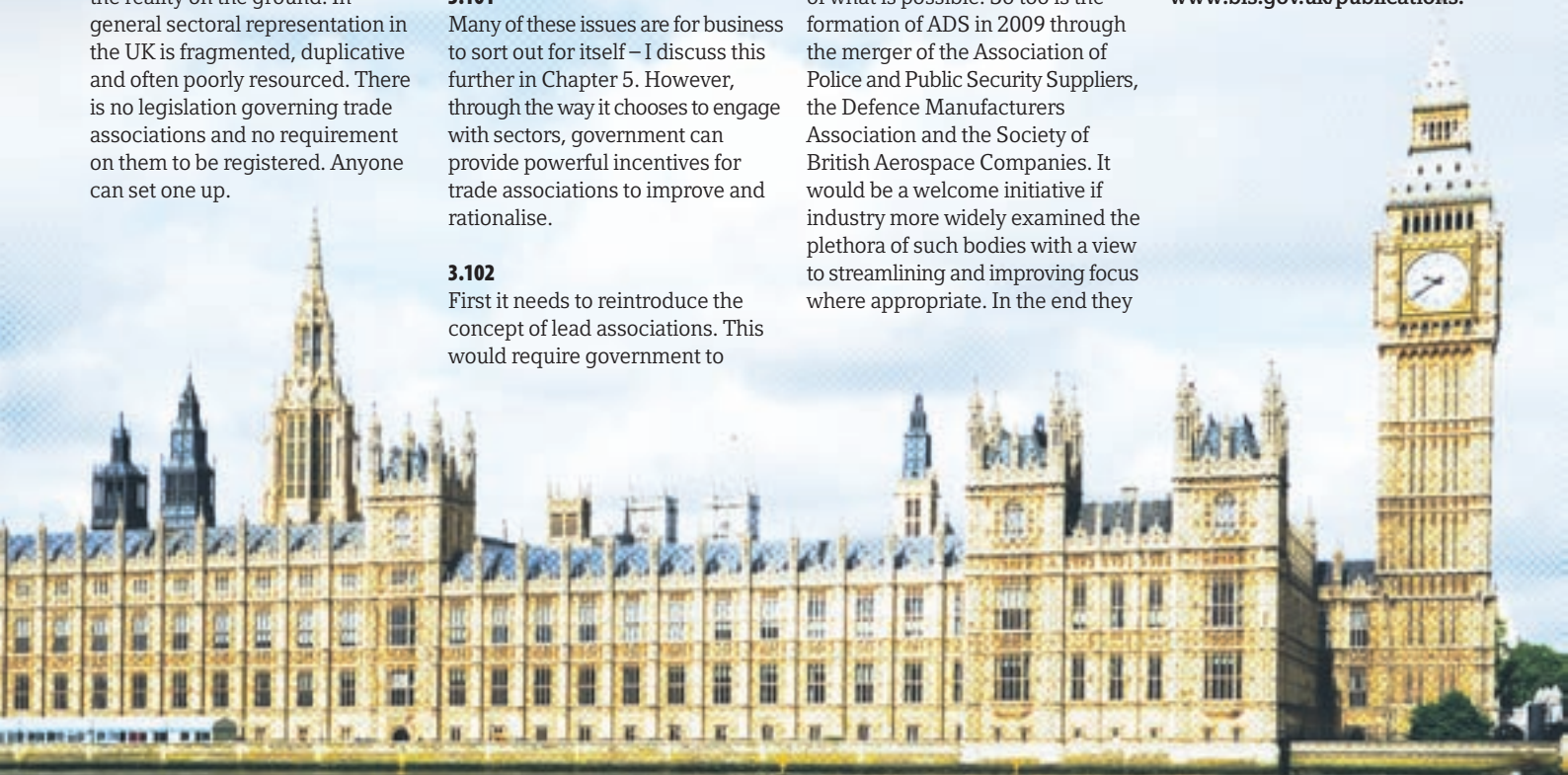
are paying for these bodies and should ensure that they are getting the best value for money.

Hestletine expressed a cautionary note regarding the concept of lead organisations following his experiences during the 1990s when President of the Board of Trade.

3.106

I introduced the concept of lead associations in the 1990s but it did not survive. This stop, start approach does not work. Effective trade associations can make a major contribution to the development of productive partnerships between government and the private sector. They are a prize worth striving for, but they need nurturing. The point has been made to me that government gets the trade associations it deserves. If it wants to see trade associations raising their performance, government needs to show a consistent approach and a sustained commitment to joined-up partnership working.

● To read the full report visit www.bis.gov.uk/publications.



EUROPEAN EMMA RESULTS ANNOUNCED

Sterling, from London, has won the 'International Moving Company of the Year' Award at the European EMMA's 2012.



● Left to right: Brian Friedman, FEM CEO; Radhika Gorsia, Sterling CSM; Rebecca Gonzaga, Sterling CSM; Ellen Jansma, Heineken Global Mobility Manager and EMMA's judge; Rupert Morley, Sterling CEO.

The award was presented at a gala dinner on Friday 19 October at London's Park Plaza Hotel. Bournes Removals was the runner up.

Sterling has had a solid showing at the EMMA awards over the past few years; in 2011, it was runner up for the same award. In 2010 it took the trophy for 'Relocation Management Company of the Year'.

Rupert Morley, Sterling's CEO said: "We are delighted to have won the EMMA for 'International Moving Company of the Year'. This is a tribute to the hard work of everyone at Sterling: their ability to understand our clients' needs, the care they exhibit for them and their commitment to delivering on what we promise."

Bournes Removals has offices in Kent, Sussex and London and provides removals, storage and shipping services to private, corporate and business customers. The company was established in 1875 and is now a shareholder in UniGroup Worldwide UTS with over 1,300 branches on six continents.

The EMMA's, organised by the Forum of Expatriate Management, are the world's only awards dedicated exclusively to celebrating excellence in global mobility recognising industry leaders, business successes and rising stars.

Other EMMA winners

Here are the winners from the moving industry at the European EMMA's.

International Moving Company of the Year

Winner:
Sterling

Runner-Up:
Bournes

Highly Commended:
Elite Moving Systems

Thought Leadership – Survey or Research Study of the Year

Winner:
Interdean Relocation Services

Runner-Up:
Deloitte

Highly Commended:
DFA Intercultural Global Solutions
International SOS

Global Mobility Rising Star of the Year

Winner:
Chris Debner – Ernst & Young

Runner-Up:
Rebecca Gonzaga – Sterling

Highly Commended:
Andrew Elliman – 360 Relocations
Andy Elson – Interdean Relocation Services



● Left to right: Paul Landy, Pat Murphy and James Buckley.

Britannia Fleet helps local hospice pack the Christmas goodies

When Darren French of Britannia Fleet Removals received a call from a local hospice for help he was more than happy to oblige.

Pat Murphy, Director of Fundraising and Communications at St. Joseph's Hospice in Thornton, Liverpool was sending a 40ft container with goodies bound for needy people in Honduras and she needed two experienced burly packers to make sure everything was done properly. The big day came on Monday 22 October and removals men James Buckley and Paul Landy arrived at the hospice's woodland setting armed with cartons and bubble wrap to start work.

There was everything from medicines and hospital equipment to clothes and furniture, but, most important of all, toys for the children, that would arrive in time for Santa to share out on Christmas Day.

James and Paul were delighted to be able to help and had an unexpected bonus when, to their surprise, a BBC

camera crew arrived to film them in action. This year is St Joseph's 50th anniversary and the BBC were making a film to celebrate the amazing work that Pat and her team perform at the hospice.

Happily, James and Paul managed to pack the container with room to spare and the container left on time for its 4,000 mile journey across the ocean. No doubt it will bring lots of Christmas joy to the people of Honduras.



● Fame at last! James and Paul face the camera.

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NEWS: UK

Pound Gates is Santa Claus

Celebrating its 25th year in business, chartered insurance brokers Pound Gates, are challenging 25 staff to cycle 25 miles dressed as Santa, with a target of raising over £5,000 for East Anglia's Children's Hospices (EACH).

The event will be held on 9 December, cycling a 25 mile route around Ipswich, Suffolk, stopping at the EACH Treehouse hospice to deliver presents for the children before returning to their head office, St Vincent House.

EACH support families and care for children and young people with life-threatening conditions across the East of England. They provide care and support wherever the family wishes – in families' own homes, in the community or at one of their hospices.

Pound Gates aim is to raise £5,000 through personal and corporate donations which will fund family and bereavement support sessions for over 300 families.

Marketing Manager, Robert Appleton commented, "Every year we participate in a large charitable event, this year we wanted this to align to our 25th anniversary. We have had a great response from our staff eager to participate in either cycling, fund raising or supporting our riders. 2013 is all set to be a great year for Pound Gates celebrating success over the last 25 years and looking forward to the next 25."

● For more information visit: www.justgiving.com/santa-cycle.



● Urgent action is required over fuel duty, according to a report commissioned by the RHA.

FairFuelUK in talks with Chief Treasury Secretary

On 29 October the FairFuelUK campaign group, together with RHA Chief Executive Geoff Dunning, met in London for discussions with Chief Secretary to the Treasury, Danny Alexander and his team to discuss next year's proposed 3ppl increase in fuel duty.

The Minister listened carefully to what we had to say," said RHA Chief Executive Geoff Dunning.

"He was also pleased to receive a copy of the report by the National Institute of Economic and Social Research, commissioned by the RHA, which pulls no punches regarding the case for urgent action over fuel duty."

The report clearly states that a 3ppl duty rise in January will:

- Cut 35,000 jobs;
- Cut growth by 0.1%;
- Will improve the fiscal deficit by only £880 million;
- Every household will feel an even greater strain on their finances;
- The Bank of England could be forced to raise interest rates earlier than currently expected.

However, if the contents of the RHA-funded report are acted upon, a fuel duty cut of 3ppl would:

- Create 70,000 jobs;
- Boost the economy by 0.2% -

"We left the Treasury team in no doubt as to the plight of both the motorist and the haulier and it is now vital that we see a stop to an increase in January..."

Geoff Dunning

essential at a time when financial growth is so critical;

- Reduce the fiscal position by £1.8 billion – significantly less than the £3 billion the Treasury would expect.

"We left the Treasury team in no doubt as to the plight of both the motorist and the haulier and it is now vital that we see a stop to an increase in January," Geoff Dunning continued. "We made our case clearly, and honestly. To have the additional backing of a professional report that presents a firm and positive case to address fuel duty as a matter of extreme urgency strengthens our case for action."



● Danny Alexander.



Lighter evenings would save lives

The Institute of Advanced Motorists (IAM) is calling for changes to British Summer Time (BST), to give us more daylight hours in the evening.

Pushing the British time zone forward by an hour in both winter and summer would mean lighter evenings, and would, according to IAM, save lives. Apparently there are more accidents in the evening than in the morning. Figures from the Department for Transport show that changing the daylight hours could prevent about 80 deaths and at least 200 serious injuries on our roads each year. It would also align the hours of daylight to the waking and working hours of the vast majority of the population.

Road casualty rates increase with the arrival of darker evenings. In 2011:

- The number of pedestrians killed or seriously injured in November was 14% more than the monthly average;
- The number of cyclist casualties was 5% higher;
- The rate of motorcycle casualties per vehicle mile was 28% higher.

IAM Chief Executive Simon Best said: "Making evenings lighter would save lives. While an extra hour of daylight would help to make the commute home much safer for all road users; children, cyclists and motorcyclists would benefit most. We want to see a three-year trial of the new daylight system. If the trial period proves the new daylight hours have a positive effect on road safety, it is clear that it is the system we should keep. With convincing evidence of the potential benefits, it is only right that we pilot a new system."

Editor's note

This also means that the UK would be on the same time zone as the rest of Europe. Not a bad idea but how do you fancy being left in the dark until 9.00am on winter mornings?



● Richard Close, CEO of Briggs Equipment UK Ltd.

Barloworld Handling UK acquired by Briggs Equipment UK Ltd

Briggs Equipment UK Ltd, a leading materials handling specialist, has recently acquired the assets of Barloworld Handling UK.

Briggs is now the exclusive UK dealer for Hyster products and takes responsibility for sales and service of both the Hyster and Yale brand of lift trucks in the UK.

Demonstrating Briggs' clear commitment to growth, this acquisition positions the company with the largest, multi-skilled mobile engineering workforce in the UK.

Richard Close, CEO for Briggs Equipment UK, said: "We are excited to have the addition of the Hyster brand which will expand our footprint and product offering in the UK. This strategic growth brings more opportunities for our employees and an enhanced service to our customers, with greater product solutions and quicker response times."

Briggs Equipment UK Ltd is a subsidiary of Briggs International.

"We are excited to have the addition of the Hyster brand which will expand our footprint and product offering in the UK."

Richard Close

Briggs International has dealerships of Yale and Hyster products across the southern United States and in Mexico. Both Hyster Company and Yale Materials Handling Corporation are operating divisions of NACCO Materials Handling Group.

For more information visit www.briggsequipment.co.uk.

Essex truck firm prosecuted over life-changing injuries

An Essex firm has been prosecuted after one of its employees suffered life-changing injuries when he fell from a stepladder while spray-painting a lorry.

The 51-year-old man from Latchingdon, who has asked not to be named, shattered his left shoulder and collar bone, broke several ribs and received a deep cut to his head in the fall at Chelmer Truck Bodies Ltd in Boreham near Chelmsford.

The company was prosecuted by the Health and Safety Executive (HSE) after an investigation found that the same employee had fallen off a stepladder just one month before the incident, but no action had been taken to improve safety at the site on Boreham Industrial Estate.

Chelmsford Magistrates' Court heard on 3 October that the worker had been painting the lorry on 27 January, 2012, when one of the feet

on the stepladder slipped down a grill in the concrete floor. He fell approximately two metres and suffered serious injuries. He is still unable to return to work nearly six months on from the incident, and suffers considerable pain due to the injury to his shoulder.

The company, which went into voluntary liquidation in April 2012, was fined £7,500 and ordered to pay costs of £4,923 as well as a £15 victim surcharge.

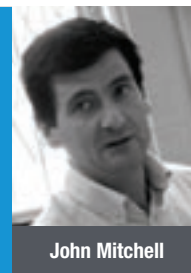
The latest figures show that 38 people died as a result of a workplace fall in Great Britain in 2010/11, and more than 4,000 suffered a major injury.

● Information on preventing falls is available at www.hse.gov.uk/falls.

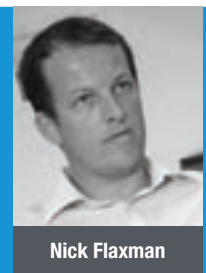


● www.hse.gov.uk/falls.

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INSIGHT: PROPERTY COSTS



Reducing your property costs

By Jason Goldsmith of Keystone Law.

In difficult times tenants might need to reduce their property costs. Commercial property solicitor, Jason Goldsmith, reviews a number of approaches and highlights key points and the latest developments for businesses to consider.

Assignment

Assignment is where you transfer the whole of your interest in a lease to someone else. Although assigning a lease seems like a clean solution, there are hurdles to overcome. Landlord's consent will be required and the proposed assignee will have to satisfy the usual financial tests and provide suitable security.

There is also a sting in the tail: if the lease was granted before 1995 then you will retain liability for performance of lease covenants by your successors in title. This applies until the end of the lease term, no matter how many times it is assigned. So if an assignee defaults, the landlord has the ability to require you to make good the default.

If the lease dates from 1996 onwards, then you will still be required to guarantee the performance of the lease covenants, but for your immediate successor only. This guarantee, known as an authorised guarantee agreement, falls away when your immediate successor assigns the lease. Sometimes a lease also requires that any current guarantor of your lease also participates in an authorised guarantee agreement. Recent cases have clarified that this obligation can sometimes be void.

Sub-letting

Sub-letting is where you lease the whole or part of your interest in a rental property

If the lease dates from 1996 onwards, then you will still be required to guarantee the performance of the lease covenants, but for your immediate successor only.

to someone else. This approach is not as much of a clean break as assignment because you remain in situ for the remainder of the term acting as a post box for the payment of rents.

In the event of breach, you remain the landlord's first port of call for enforcement. As the tenant remains on the hook for all the lease covenants, it will be important to ensure that these are offloaded as far as possible onto the sub-tenant. However, it is not always possible to do this,

... all the methods for mitigating leasehold liabilities can involve clearing significant hurdles or leave you with residual liabilities.

particularly in relation to the repairing covenants where subtenants are often reluctant to assume the full repairing obligation, thus leaving you with a shortfall. Also, if the subtenant fails to pay their rent then you will still have to pay your rent!

It might be difficult to find a potential subtenant who wants to take the whole of the leased area, but the ability to sublet part is often restricted under the lease. Also, if the potential subtenant will only pay less than the passing rent then this

arrangement can sometimes also be prohibited. A final point that often complicates matters is that, as with assignment, the landlord will want to be satisfied regarding the financial standing of the proposed subtenant.

Surrender

Unless the landlord has plans to redevelop or has another tenant lined up, surrender is unlikely to be a realistic option without paying a significant premium.

Re-gearing

This is renegotiating the key terms of a lease in a manner that allows tenants and landlords to accomplish key commercial objectives. Some tenants have been successful in re-gearing their leases. This approach is unconventional and it requires understanding your landlord's objectives clearly. Sometimes it can benefit a landlord to renegotiate key terms of the lease on the basis of a tenant giving certain concessions.

Break clauses

If you are lucky enough to be approaching a break date, it still pays to be wary to ensure that lease liabilities come to an end when expected. Conditions attached to break clauses need to be strictly observed and some recent cases have emphasised this. Where a break clause required all rent to be paid up to the break date and a tenant's cheque for £150 had not cleared at the break date, the court ruled that the attempt to exercise the break clause was ineffective.

Conclusion

To sum up, all the methods for mitigating leasehold liabilities can involve clearing significant hurdles or leave you with residual liabilities. Please speak to us about establishing the best approach for you.

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● Jason Goldsmith.

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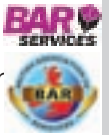
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LEGAL: EMPLOYMENT TRIBUNAL FEES

Employment tribunal fees – good news or bad?

Employment law has long been a hot potato. Depending on where you sit, it is either hopelessly ineffective at protecting vulnerable employees against immoral employers, or a huge legal and administrative burden that allows well meaning employers to be unfairly pursued by former employees with spurious claims. Andrew Buckley of Woodfines solicitors looks at the good and the bad of the new legislation.

We can all come up with examples to illustrate either viewpoint. Small wonder, then, that the government are keen to make reforms.

In 2011, the coalition government indicated that Claimants in Employment Tribunal cases would start to have to pay fees for pursuing cases. In December 2011, a consultation document (Charging Fees in Employment Tribunals and the Employment Appeal Tribunal) was launched, and views were sought as to how fees should be implemented.

The consultation closed in March 2012, and the government published its response on 13 July, 2012. The government hopes that fees will be introduced in the summer of 2013. The proposal is that Claimants will pay a fee when they issue their claim (the issue fee), and a further fee if the case proceeds to a final hearing (the hearing fee).

The amount of each fee payable

will depend upon what type of case it is. Level 1 fees will be payable for simple cases such as deductions from wages claims, and redundancy payment claims. Level 2 claims will be payable for more complex cases such as unfair dismissal and discrimination claims.

It is currently proposed that the fees payable will be: Level 1 – Issue Fee £160 and Hearing Fee £230. Level 2 – Issue Fee £250 and Hearing Fee £950.

It is apparent from the responses to the consultation, that the proposals do not please either employees or employers. Employee groups are opposed in principle to the idea of employees having to pay fees to bring tribunal cases. They argue that introduction of a fee would unfairly disadvantage employees and prevent them from pursuing valid claims. On the other hand, business groups argue that the proposals are unlikely to deter weak claims.

The government state that deterring claims is not the purpose of the

proposals. They say that in common with other courts, Employment Tribunals should be partially self-funding. However, the government had originally indicated that deterring claims was not the purpose of the proposals, but then withdrew this suggestion.

There are other fundamental criticisms of the proposals. Firstly, it is thought that having a two stage fee system will clog up the tribunal – employers will delay making offers to settle cases to see if the employee pays the hearing fee, and employees who have paid the hearing fee may be less likely to accept reasonable proposals from the employer. Secondly, applications at the end of cases for orders that another party should be responsible for the fees are likely to become common, which will take up more Tribunal time.

Whether the proposals change the system for the better remains to be seen.

● www.woodfines.co.uk

Andrew Buckley

Andrew Buckley has been a solicitor for 12 years and has specialised entirely in employment law matters, usually representing employers. He is a member of the Solicitors Association of Higher Courts Advocates, as well as the Employment Lawyers Association. He is a partner in the Employment department at Woodfines.



Goods vehicles must pay to use French roads from 2013

From July 2013 goods vehicles over 3.5 tonnes travelling in France will be charged a tax to use large sections of the national and local road network.



● Vehicles travelling to European countries have little choice but to pass through France.

The Heavy Goods Vehicle Eco-Tax will apply to 15,000km of French roads but will not include toll motorways.

The new Eco-Tax will be calculated by applying a kilometre rate that varies according to the type of vehicle involved, its emission levels and the area of the country concerned. It is estimated the tax will raise 1.2 billion euros per annum and - according to the French government - will be used to finance transport infrastructure projects and support sustainable development.

Tax will be collected by an on-board unit (OBU) fitted to the inside of the vehicle's windscreen. The device will be configured to apply the correct rate of tax at the time of registration based on the vehicle's

characteristics and will be triggered by GPS satellite technology. It will be the operator's responsibility to install the unit and to register with a Registered Electronic Toll System Company (SHT) who will invoice the operator on a monthly basis. Alternative pre-payment methods will also be available whereby operators buy credits using a credit or fuel card. The tax will be deducted automatically from the balance during the journey and can be re-credited via a 24-hour multi-lingual call centre or via the Internet.

The actual rates of tax have not yet been announced however a website will be available from January next year that will enable operators to calculate the tax due for any particular journey in advance.

The customer must pay

This new, somewhat cynically named Eco-Tax is another unwelcome move to make vehicle operators fork out even more of their already slim margins to the tax man. France is a big country and vehicles travelling to other parts of continental Europe have little option but to pass through it on their way to and from their destinations.

As yet the French authorities have not announced the level of tax they intend to impose, but whatever it is it must not be allowed to impact on the profits of removals companies operating on the affected routes. Careful calculations will need to be made to establish how much the new tax will add to a journey and the price to the customer must be set accordingly. Attempting to absorb the tax will result in more removals companies struggling to survive and a diminished service to Europe.

Enforcement

The designers of the charging system, Ecomouv have installed a number of fixed automatic enforcement checkpoints located across France. Information collected by these devices will also be passed to State Enforcement Agents responsible for policing the taxable network.

● More information about the forthcoming French Heavy Goods Vehicle Eco-Tax is available at www.ecomouv.com.

FRENCH POSTPONE FINES FOR NOT CARRYING A BREATHALYSER

Fines for drivers of all motor vehicles - including motorcyclists - who are caught without a breathalyser kit, will be implemented in France from March 2013, according to the Institute of Advanced Motorists (IAM). The fines were due to be enforced from 1 November, 2012.

All drivers in France are now required to carry a breathalyser kit and a euro 11 fine will be applicable to all road users, except riders of mopeds, who do not comply.

Single-use breathalyser kits will satisfy the requirement. The legal limit in France is 50mg per 100ml of blood, lower than in the UK (the UK limit is 80mg). They cost between £1 and £2 and are available at ferry and tunnel terminals for crossings to France. The French authorities hope the move will encourage drivers to test themselves to check if they are over the drink-drive limit before setting out.

Anyone driving in France is already required to carry a warning triangle and a fluorescent safety vest to use in an emergency. Additionally UK motorists and motorcyclists must display a GB plate.

IAM Director of Policy and Research Neil Greig said: "The new French rule is a genuine attempt to reduce the number of alcohol-related accidents. France's lower limit means it's very easy to be over the limit the morning after as well. As always, the best advice for road users is not to drink and drive at all."

EUROMOVERS International

Worldwide Movers Alliance

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● Left to right: Steen Herrche, International; Henrik Dixon, Operations and Keld Gissemann.

EUROMOVERS DANISH CONNECTION

It was back in 1999 that Keld Gissemann bought the European Removal & Storage Co in Copenhagen Denmark and 2004 when he was one of the founders of EUROMOVERS International. Steve Jordan dropped in to see him at his office in Copenhagen to find out how the company had developed since.

In a quiet corner of a modern industrial estate in Taastrup, on the outskirts of Copenhagen, you'll find Keld Gissemann's European Removal & Storage Co. The company moved into the premises three years ago and, despite the global recession that has increased the stress levels for everyone in recent years, is doing well. The company also has a branch office in Aarhus in Jutland, across the Kattegat in the west of Denmark, allowing it to serve the entire country and the south of Sweden too.

Although the premises in Copenhagen are modest they do provide extensive facilities lacking in many much larger organisations. Adjacent to the smart office area is the 1,500m² warehouse incorporating a case-making workshop, rarely seen in movers' warehouses nowadays, and a secure lock up. Out in the yard is space for lift-van assembly (the company holds the American Embassy contract), the storage of a large fleet of swap-body trailers, and parking for the vehicles that pull them. The company also operates to a Total Quality Management standard that complies with DIN EN ISO 9001: 2000 and meets EN 12522 (furniture

removal); EN 12507 (transportation); and EN 14873 (storage).

The company itself started in 1995. Keld bought it in 1999. He had spent most of his life working in the moving business so knew it well. It was while on a trip to

"It's a family so there's always someone to turn to if you have a problem or need some advice. It's not expensive to join either."
Keld Gissemann

Germany in 2000 that he first saw a EUROMOVERS vehicle alongside him in a traffic queue. "As soon as I got back to the office I decided to investigate," he said. "We joined EUROMOVERS Germany the following year."

But Keld was particularly interested in developing a network of international agents. "We didn't know many agents and we couldn't do international moves just with the contacts we had," he explained.

So it was him and a handful of other European companies who had the same problem who set up EUROMOVERS International in 2004. Keld became a Board member.

EUROMOVERS International first spread its wings at IAM (then HHGFAA) at San Diego in 2004. The following year the organisation caused something of a storm at IAM in Washington DC with its 'painted lady': a female model painted in EUROMOVERS' colours. "She really stood out in the crowd," said Keld. "She was head and shoulders taller than anyone else."

EUROMOVERS today has around 60 members in over 30 countries including Australia, New Zealand, China and the USA. "We are good for each other," explained Keld. "It's a family so there's always someone to turn to if you have a problem or need some advice. It's not expensive to join either. We get more business and also can help other members. We are also able to contribute on third-country moves. The more people you know the better able you are to solve problems as they come along."

Keld has recently been working on a new website for his company that gives customers the opportunity of entering information about their move online and obtaining an instant quotation. That in itself is not unusual but he has added a twist. "We provide a quote but don't disclose to the customer the volume on which it's based. That way they can't then use the volume we've assessed to phone around for competitive quotes." Of course he does surveys for all the larger jobs but, according to Keld, it's online that is the future.

The moving industry in Denmark is not big and Keld's company has now grown to be one of the major players. Agents interested in obtaining rates or requesting information should contact the company's International Manager, Steen Herrche, at steen@eumove.dk.

High THC for LCL shipments through Hamburg

Keld Gissemann has advised that there is a continuing problem with LCL shipments entering Denmark via Hamburg. Shipments via Hamburg are charged a THC of around euro 900/lift van if their final destination is in Denmark. In addition, customs clearance at the German/Danish border can be very time consuming.

Keld advises all shippers to send cargo as FCL or groupage if possible or, where LCL shipment is essential, to route the cargo via Gothenburg

in Sweden rather than Hamburg in Germany. Alternatively ensure that the cargo is not discharged at Hamburg but enters Denmark on a feeder vessel.

He also warns that it is possible that some shippers are not including THC in their quotations and, therefore, those companies that include all charges might appear to be expensive and, therefore, lose out in a competitive tender. If in doubt contact steen@eumove.dk.

EUROMOVERS at IAM

EUROMOVERS had its own hospitality room in the Marriot Residence Inn, right across the street from the IAM convention hotel. The idea was to give partners the opportunity of meeting colleagues in a quieter environment than would have been possible in the main conference hotel. It was a great success with around 90 people attending a reception on the afternoon of 11 October. The hospitality room also provided the perfect venue for Denis Zonneveld, EUROMOVERS Chairman, to award certificates as follows:

Certificates of Approved Agency were awarded to Walter Pereira, from Link India Mumbai; Kamar Bakker of Elite Shipping Dubai UAE; and Paul Defries from Move Management

Australia in Sydney. Frank Koenig, of AW Transportation USA received a Certificate of Appreciation for the provision of excellent services and support to the EUROMOVERS International Network in 2011.

After the reception the EUROMOVERS partners all went out for dinner at a local restaurant. "The entire convention was a tremendous success," said Thomas Juchum, EUROMOVERS Managing Director. "We were able to meet and chat with our selected contacts and we were able to spread our EUROMOVERS message to the industry. EUROMOVERS has a very good reputation and is well known in the industry as a strong, friendly and reliable organisation with valuable partners."



● Clockwise from top left: Walter Pereira, Link India Mumbai; Frank Koenig, AW Transportation USA; Kamar Bakker, Elite Shipping Dubai UAE; Paul Defries, Move Management Australia, Sydney.

Rebels rousing – fun on two wheels at the IAM convention



Following the success of its inaugural meeting at the IAM convention in Denver 'The Rebels', Harley enthusiasts, reconvened at the 50th anniversary IAM at the Gaylord convention centre in Washington. This year's event was organised by Tom Vesperman of Trans International Moving and Shipping of Sydney who, to ensure perfect planning, went on a recce the day before ably accompanied by Stephen Gray of Anglo Pacific London, Tamara Reid of Guardian Overseas in Ottawa and her friend Tami Sharp. They returned from their 200 mile journey eulogising about the Shenandoah National Park and the amazing Skyline Drive.

The Rebels fully convened at 0900 on the Sunday of the convention, where the lovely sound of Harleys resonated across the hotel forecourt. Some of the group hired cars, Tony Oro of Whybirds and Graham Puddephatt of Reason Global followed the group in an enormous 4X4; while Paul McClusky of OPS International, hired an American soft-top sports car. Unbeknown to Paul it had limiter on the throttle so he struggled to keep pace with the group. After Anat Shrieber of Sea &

Air International in New York had supplied the group with branded caps as a souvenir of the event, everyone was fit to leave.

Tom, having already reconnoitred the route, gave each of the bike riders directions, and the group set on their way destined for Front Royal at the bottom of the Shenandoah National Park where the group planned to refuel and check that everyone was still with the group. At the petrol station there was a diner and small store where everyone could grab a coffee to warm up as the drive was freezing and most riders had only brought essential clothing for the trip. Luckily the store also sold mechanics gloves which were snapped up.

Surprisingly, Tom Vesperman and Stephen Gray didn't arrive so Tami picked up the role of tour leader as the group headed off to the Blue Ridge Mountains of Virginia (for all you Laurel and Hardy fans). The Skyline Drive was simply magnificent rising to 4,000ft with views across the national park as it meandered up a winding road surrounded by Virginia forest in the fall: just beautiful.

The destination was the Skyland restaurant

for a lunch, sponsored by Tom Vesperman - but where was Tom? He arrived 30 minutes later with Stephen Gray having got lost and enjoyed a 120-mile detour - all the satnav's fault apparently. Lunch and plenty of talk plus a gentle warm up was order of the day, before commencing the decent. On the way back the group stopped at various vantage points to fully appreciate the views, eagles and other large birds below plus miles of untamed wilderness. The drive back was much warmer as the watery sun did its work. Another petrol station was invaded, surprising the owner with the influx of Harleys, before heading back to the Gaylord for drinks and a celebration of the day.

Tom Vesperman invites all those budding 'Rebels' to join the group at the Vancouver convention centre 7-10 October, 2014, again during the IAM convention, where another amazing journey will begin.

● More information from tom.vesperman@transinternational.com.au.

Story courtesy of Graham Puddephatt from Reason Global.



PROFILE: MOBELTRANSPORT DANMARK

● Swimming in international waters – Gunnar Moeskjaer.

ABIGFISH

Mobeltransport Danmark is the largest moving company in Denmark, a member of the Danish Moving Federation, the only member of OMNI in the country and one of only a handful of FIDI Denmark members. During a recent visit to Copenhagen, Steve Jordan dropped by for a chat with the company's head of Group International Business, Gunnar Moeskjaer.

Drive up outside the Mobiltransport Danmark building in Copenhagen and it's hard not to be impressed. It's a large, modern building in a bustling industrial area close to the highway network and yet within reach of the bright lights of the city. It's the ideal spot.

History

Niels Bach was the 3rd generation owner of the Aarhus-based Bach Mobiltransport company. In 1996 he merged his company with Salicath Express, one of Copenhagen's old established moving companies that was founded in 1878, to form Bach & Salicath. In 2001 Niels bought Salicath's part of the business and in 2002 went on to acquire Mobiltransport Danmark to create the largest moving company in

Denmark for both domestic and international. The company also owns a separate brand for domestic moving – Lyngby Flytteforretning acquired in 2007 – which is very well respected in the city and with which it liveries some of its vehicles. Scan Transport in Southern Spain was also purchased in 2007 and is today an important part in the company's European Logistic set up. Today the company employs around 200 people in Denmark, has a turnover of around 200 million Krona (£22million), and now embraces relocation, and office moving including space planning and project management.

Gunnar explained that the international market in Denmark was quite small with only a few big names. The company has made a particular name for itself in the

medical sector. Mobiltransport Danmark suffered, just as did everyone else, in the recession. However in 2007 it signed a four-year contract with the foreign ministry which helped it through the difficult years. The contract was lost to Crown earlier this year. "Our whole society has had to save money and the government is the same," said Gunnar.

There then ensued a long conversation about quality, pricing, procurement, etc. – one that has been had in every boardroom worldwide. Although Gunnar believes that his company's record for quality speaks for itself, he admits that he too succumbed to cutting prices to secure the contract. "I think we are all our own worst enemies. We knew it would be tight so we dived too." Of course the trick is knowing just how far you can dive: cutting too far is usually worse, long term, than not cutting enough.

Quality

When it comes to quality, Gunnar's company ticks all the boxes on the RFP forms. It also has FIDI/FAIM, has recently achieved ISO 14001, and in October announced that it has signed the United Nation Global Compact reaffirming its long tradition of working with corporate responsibility. But to Gunnar, quality is not a box-ticking exercise. "We spend a lot of time building relationships," he said, although he acknowledges that relationships in corporate moving are

PROFILE: MOBELTRANSPORT DANMARK

not always easy to make as decision makers are often kept well insulated from suppliers. "We try to get people to visit us. We have pretty good facilities and people are always impressed when they come round. When customers have been here they realise we are not just like ordinary moving companies; then they tend to treat us more as equals rather than suppliers to be pushed around."

Relocation

The international business is, today, heavily influenced by relo. The company was one of the first to embrace relocation in 1998 under the brand name of 'House of Relocation'. "In the early days we had to convince people that they needed it," said Gunnar. "It was very hard work." But, although the Internet appears to enable assignees to do a lot of the work that a relo company would offer – home and school search, for example – Gunnar feels that the average corporate assignee doesn't have the necessary local knowledge nor the time, even if he is paying for the service though an allowance. "Some of the people don't even have time to read the documentation we send them," he explained. "I have even had people sign delivery documentation before the crew unloads and go off to work." Not that the Internet isn't a threat. Gunnar said that although people might not have the time to do the work themselves, they at least have some idea of how they could do it using the Internet so it puts pressure on the service the relo companies offer.

Since 2008 the company has been increasingly handling global relocation management services all over the world for Danish corporate accounts, a development that the company is aggressively pushing, among others by investing in a new integrated relocation and moving IT system with all the bells and whistles the corporate market requires today.

"We try to get people to visit us. We have pretty good facilities and people are always impressed when they come round."

Gunnar Moeskjaer

Name change to Aspire

The company recently opened an office in Stockholm Sweden called Aspire Mobility AB. And in January next year all the international services of the company will be rebranded to become Aspire Mobility. "The problem is that we provide a global service and our existing company name limits us to Denmark," explained Gunnar. "Also, the name is a bit difficult to pronounce, especially for non-Danish speakers. The word 'mobility' also describes what we do better."



● Top: artwork in the main reception donated by staff; top right and right: the Lyngby Flytteforretning brand is well respected for domestic moving; above: this distinctive clock also donated by staff.



The domestic services in Denmark as well as the Fine Art Logistic Division will however maintain the Mobeltransport Danmark name, which also will continue to be the legal entity of the company.

European coverage

When the company in 2007 purchased Scan Transport in Malaga, Spain, the idea was to use the regular flow of private work from Denmark, through Europe to Spain to provide a regular service. This, in turn, allows the company to offer a first-class corporate moving service to and from the commercial centres of Madrid and Barcelona for its corporate



clients. "We run it like a shipping line. We keep the vehicles on the road and fly the drivers out to join them. In the off season we run a very effective groupage service for Danish and Spanish movers through Europe."

Culture

Which brings me back to the reception. The artwork which greets the visitor, a tiled picture, an ornamental clock and statues, have all been presented to the company by the staff to commemorate special anniversaries: This is a company that looks after its staff. Walk upstairs to the main office to see the awards from OMNI, FIDI, Graebel and others: This company is proud of its record. A little further into the communal area to find a whole wall festooned with profiles of long-serving employees – one has been with the company for 65 years: This company knows a thing or two about staff retention.

Mobeltransport Danmark/Aspire Mobility is, without doubt, a big fish in a small pond. However, even a short visit makes it clear that the company does not take its position for granted and the moving industry in Denmark is all the better for its presence.

Gunnar Moeskjaer

Gunnar Moeskjaer started work in the shipping industry with East Asiatic Company first in the Philippines, then Nigeria, and finally in Hong Kong when he took over from Dan Randal when his company acquired Santa Fe. After three years he handed over his role

to Lars Lykke Iversen, before moving to Germany and then back to run Santa Fe in Singapore from 1993 to 2000. After his son was born he returned with his family to his native Denmark and has been with Mobeltransport Danmark since. He is now in charge of Group International Business.



● Gunnar beside the wall proudly displaying profiles of long-serving employees.

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COVER STORY: DEREK MILNER

• Left to right: Amy Lake, Derek Milner and Becky Morris.



Angels and demons

No business ever runs perfectly smooth. But sometimes, along the way, we meet people who help us in a totally selfless way without apparent reason. There are also times when it seems the odds are being stacked against us. Steve Jordan talks to Derek Milner from Intransit in Trowbridge about the ups and downs he's had along the way - and some he's still having.

Derek started his company as a bet. He was working as an electrician fixing street lights. Frustrated at being continually by-passed for promotion he bet his boss £5.00 that he could start his own business and make it successful. The result was a roller-coaster that wouldn't have been out of place at Alton Towers.

In 1997 Derek sold his car and bought a Transit van, a computer and some business cards. He had no experience but his dad had always told him that there must be some money in 'moving stuff around for people'. Derek started working hard to prove his father right.

Three months later he was still working full-time as an electrician but driving his van after hours. But by then he had thought of the company name - Intransit - as all the 'stuff'

he moved was in a Transit, and he began making a name for himself. "I always wanted to create a brand and be known locally," he explained.

"It was very hard going," Derek said. "One day I was about to pack it in when a shop rang and wanted me to do some home deliveries of flat-pack furniture. It worked well and I was soon earning £100/week and had a mate helping me." But the success wasn't to last. "They went bankrupt owing me about £1,500. I thought ... I can't do this any more."

Just as Derek had decided again to throw in the towel he took a phone call from a large furniture store who wanted him to deliver sofas. "I rang my mate and told him we were back in business. The company is still a client of mine today."

But he had still to do a household

"All sorts happened and lots of people helped me. I started marketing Intransit as a moving company and I was getting busier."

Derek Milner

removal. His break into that market came from another chance phone call from an elderly lady who had had a fire in her kitchen and wanted to move out. "I told her that we don't really do household removals," remembered Derek. "But she said, 'well you do now', and that was that. She wouldn't take no for an answer. I don't know why she rang me or

insisted that I do the work but I'm glad she did. I still work for her family."

Going full-time

Work picked up from that point on. "All sorts happened and lots of people helped me. I started marketing Intransit as a moving company (not light haulage) and I was getting busier." Derek explained that he had an office set up in an airing cupboard and was working around the clock. "I was learning so much so quickly." Eventually having two jobs became too much and he left his job as an electrician. "I never got my five quid though."

Building the business

In 2004 he was approached by H J Knee department store in Trowbridge. The company had

some vehicles for sale including a 7.5 tonne lorry that Derek had his eye on. "I said that I couldn't afford it but the boss there offered to let me pay half then and the rest a year later. I don't know why, he just wanted to give me a leg up." Derek took the offer, got a CPC (he already had an HGV licence) and took desk space in Knee's office.

In 2005 Derek's daughter was born so he had even more to work for. He decided to make the company look more professional with its distinctive livery and, the following year, he joined the National Guild of Removers and Storers. "I considered joining the BAR but I thought it would be impossible," explained Derek. "Instead I applied for and became a member of The Guild."

The business continued to move on. Derek bought a five-door Scania from Andrew Porter in 2007. "It was a bit of a shock to have something that big but it got us known even more. It was then that I realised the importance of side doors, containers and containerised storage. I then knew where I was headed."

containers. The company now has seven containerised trucks and ten full-time employees. He puts his success down to his local knowledge. He was born and bred in the area and people know him as a local lad. "People like to use local companies. They like the idea of a 'Trowbridge guy come good' and I guess I play on that."

BAR and The Guild

Despite Derek thinking previously that he wasn't good enough to join BAR, he did become a member 18 months ago. Since joining he said that his experience of BAR has been excellent. "I am proud to be a member of BAR along with the bigger companies," Derek said. "I enjoy voicing my opinion at Area meetings and I now know there is always someone I can call on if I need some help or advice. I also get customers ringing because they know we are BAR."

Derek's company's membership of The Guild continued until 2010. Since leaving, the company has found itself in a legal battle. The case



● Derek is proud of his extensive fleet.

Illness and reconciliation

In 2008 illness struck. Derek was diagnosed with a serious condition that required him to undergo a major operation on his hip. It was about that time that Amy Lake joined him. "She looked after the place while I was in hospital," said Derek. "It was then that I realised the importance of stepping back. I was not a removal man any more, I was a man who ran a removal company. I had to wise up."

Bucking the recession

Derek's company continued to do well despite the recession. By the end of 2009 he had 55 containers in his warehouse. He moved to larger premises (11,000ft²) in March 2011 expanding his storage to 180

"People like to use local companies. They like the idea of a 'Trowbridge guy come good' and I guess I play on that."

Derek Milner

has yet to come to court. Derek did not wish to go into detail about the case before the hearing however he did say that the whole situation had left him feeling "immensely disappointed".

The Mover will report on the result of the case when it is announced.

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NEWS: ON THE ROAD

DVLA digital services to benefit motorists

Millions of motorists will be able to go online to update their vehicle record under proposals published for consultation by Roads Minister Stephen Hammond.

The red-tape-cutting plans will mean motorists can go online to update change of keeper and address details. Motor dealers will also be able to update changes on behalf of customers. Currently motorists and motor dealers have to write to DVLA.

Roads Minister Stephen Hammond said, "The government is committed to cutting red tape and getting rid of unnecessary, burdensome and overcomplicated regulation. It is right that in this digital age motorists and the motor industry should be able to go online to tell DVLA if there have been changes to a vehicle record. These proposals will make it easier and cheaper than ever to do that."

Paul Everitt, Chief Executive of the Society of Motor Manufacturers and Traders said, "SMMT supports initiatives that make car ownership easier for motorists and reduce the administrative burden on manufacturer approved dealers. The proposed measures would allow swift, efficient and secure updating of vehicle records avoiding postal delays and enhancing the accuracy of information held by DVLA."

The consultation, which started in October closed on 2 November, 2012.



● The proposal will reduce administrative burden on motorists and dealers.



● Preparation for winter is a must says the FTA.

Are you prepared for winter?

With winter fast approaching, salt stocks are being replenished, new equipment has been purchased and the Met Office is teaming up with the highway authorities to provide the best possible service in anticipation of the winter weather.

The message from the Freight Transport Association (FTA) is that drivers and fleet operators must also be prepared for the onslaught of winter.

Malcolm Bingham, FTA's Head of Road Network Management Policy said, "Up until three years ago there was a whole generation of drivers that had never experienced severe winter conditions, but in 2010 and 2011 many learned that going out on UK roads when winter can hit suddenly is not advisable without taking sensible precautions.

Insufficient preparation can lead to lives being put at risk, people stranded for uncomfortable lengths of time, and emergency services becoming stretched."

Bingham said that being aware of approaching winter weather is vital, as is the availability of reliable information that allows informed decisions on where and when to travel. The highway authorities have devised a robust system to inform travellers and fleet operators of approaching storms that can bring high winds, ice and snow, and how that will impact on the network. It is therefore up to drivers to take responsibility for what they do in such difficult periods.

In addition to warning drivers, it is essential to have vehicles properly prepared. The decision about what an individual transport operator should do is related to the sort of operations being undertaken and

"... in 2010 and 2011 many learned that going out on UK roads when winter can hit suddenly is not advisable without taking sensible precautions."

Malcolm Bingham

whilst a few years ago there was a cry for all goods vehicles to have winter tyres, it is now recognised that operators should be allowed to make their own decisions.

Bingham continued, "This year highway authorities are asking for drivers to be made aware when gritters are operating. The new method used by the national authorities is to spread salt in a brine solution, which is more accurate in its spread. It also preserves salt stocks and does not blow away."

Winter information can be found on the FTA website at www.fta.co.uk in the 'Roads' section. www.shop.fta.co.uk stocks advisory information and other winter items such as AutoSocks for trucks, snow shovels, winter emergency kits, grit bins, de-icing salt, snow cleats and even hats, scarves and gloves.

● Below: the Met Office's online weather advice service.



HGV Road User Levy

Foreign vehicles will have to pay to work in the UK.



● A levy will be introduced for foreign vehicles of 12 tonnes and over using British roads.

On 23 October a Parliamentary Bill was published that will introduce a charge for foreign-registered vehicles using UK roads. Under the HGV Road User Levy Bill all heavy goods vehicles of 12 tonnes and over will be required to pay a levy before being able to travel on UK roads.

For UK operators the Bill confirms that this cost will be rebated through an equivalent reduction in Vehicle Excise Duty (VED). Operators of foreign registered vehicles will be required to pay the levy at a daily, weekly, monthly or annual rate, depending upon how long they intend their vehicles to remain in the country. This provides the 'level playing field' the UK transport industry has been calling for.

James Hookham, FTA's Managing Director of Policy & Communications said, "FTA has supported the idea of a charge on foreign vehicles for many years as a way of addressing at least partly the competitive differences between British registered operators and foreign-registered vehicles. However, there were important conditions attached to our support to avoid additional costs and burdens falling on UK operators, as the charge could not be applied to foreign vehicles alone."

FTA Concerns

The FTA said that it had three main concerns about the Bill: That the cost of the Levy must be fully recompensed for UK operators by an equivalent reduction in VED; that the cost and administrative

burden of paying the Levy must be no greater than that involved in acquiring a VED disc; and there must be meaningful and financially significant penalties for operators that evade the charge.

Although the level of VED rebate will not be announced until the budget statement of September 2014 analysis shows that about 6,500 vehicles already fall into bands where VED rates were already too low to fully offset the cost of the Levy. In nearly all cases the additional cost could be reduced to less than £10 were vehicles to be down-plated into the next VED rate band.

The Levy will be administered for UK operators by DVLA. The Bill makes clear that the Levy will be paid in a single transaction and for the same time period as VED, with Levy rates being calculated automatically. The 'single transaction' approach also means virtually no additional costs for DVLA.

The Bill sets out a detailed enforcement strategy for non-payment of the Levy and for mispayment at the wrong rate. Because each payment will be vehicle specific, the Bill commits DVLA to using Automatic Number Plate Recognition (ANPR) cameras to target vehicles present in the country for which no Levy has been paid. There will be on-the-spot fines and a fine of up to £5,000 upon conviction in court.

James Hookham concluded, "Overall, we are pleased with the government's plans to address this long-standing disparity between UK and foreign vehicle costs. Our main concerns seem to have been met."

Collision Warning with Emergency Brake from Volvo

Volvo Trucks has developed Collision Warning with Emergency Brake — an advanced emergency braking system equipped with early collision warning to help prevent severe accidents caused by inattention.

Rear-end collisions account for a significant proportion of road accidents. To address this problem, Volvo Trucks has developed Collision Warning with Emergency Brake - an advanced emergency braking system which also includes early collision warning. The braking system, which is available on the new Volvo FH Series, has been developed to support the driver so that the majority of these rear-end collisions can be avoided or mitigated.

"We began by asking 'what really is the problem?' The answer is inattention. If you watched the traffic ahead of you the whole time, you wouldn't need systems like these," said Carl Johan Almqvist, Traffic & Product Safety Director, Volvo Trucks.

The new system combines radar and a camera that work together to identify and monitor vehicles in front. The system is designed to deal with both stationary and moving vehicles and can prevent a collision with a moving target at relative speeds of up to 70km/h. When the system detects a vehicle that the truck will hit at its current speed, the warning system activates a constant red light in the

"If you watched the traffic ahead of you the whole time, you wouldn't need systems like these ..."

Carl Johan Almqvist

windscreen to bring the driver's attention back to the road.

"We don't want to take over from drivers because we believe they are in the best position to respond, as they might be able to safely drive around the vehicle," said Almqvist.

If the system fails to detect any reaction from the driver, such as steering or braking, the warning upgrades to a flashing red light and a beeping sound. If there is still no reaction, the system applies the brakes gently. If all this fails, the system activates the emergency braking system and does everything possible to bring the truck to a complete stop.

In Europe, emergency braking systems will be a legal requirement in new trucks by November 2015.



● Inattention is usually the cause of rear-end collisions.

FEATURE: PACKAGING

PACKAGING

NEWS

Packaging suppliers are coming up with new ideas to make movers' lives easier all the time. Here are a few of the latest.

New from

Simpson Packaging

Simpson Packaging has recently introduced a number of new, labour-saving packaging items including new flat screen TV covers and a snazzy new bike bag with lifting straps made from seat belt webbing, a patented bungee Velcro fastening system, and a six-month warranty. There are no waste disposal costs either. Simpsons says that these covers pay for themselves within 14 uses compared with standard cardboard packaging.

There's also a new range of Self Pak secure padlocks, both keyed and with combinations, for the self storage market offering a simple extra revenue source. They are

available with the Self Pak brand or carrying your company logo. There's also a new display stand holding over £1,000 worth of saleable materials yet occupying on half a square metre of floor space.

Simpsons has recently launched a new service in which materials can be delivered direct to customers' homes. This is a useful added value service for customers that provides the mover with an additional revenue stream with little additional work or set up costs. It helps movers reduce the need to hold stocks on their own premises and saves the need to make small deliveries with their own vehicles.



● Top: the new bike bag with lifting straps made from seat belt webbing ; above: the flat screen television cover.

New RB Flute from

BARS

A new type of carton from BAR Services is made from corrugated board that is 25% slimmer than previous types, is less expensive and boxes can be transported and stored more easily and cheaper.

Since its introduction at the beginning of 2012 the new RB flute has proved to be very popular with BAR Services selling around 900,000 boxes. It is smaller, flatter and closer together than its BC predecessor. The cost is lower and it also has the advantage that each pallet can carry more boxes, more can be stored on existing

racking, and the boxes take up less space in the van.

In terms of performance, the RB flute has consistently outperformed the BC in crushability and stackability tests. Ali Cowie from BAR Services commented: "Thinner definitely means stronger but with the added benefits of a reduced costs and savings in transport and storage."

● E-mail: sales@barservices.co.uk.

● The new RB flute is 25% slimmer, less expensive and easier to transport and store. It's also stronger, as demonstrated by Tim Oliver and friend (right).



PHS Teacrate next-day delivery



● PHS Teacrate supplies its customers using the 'Just in time' next day delivery model.

The e-commerce market for removal packaging has come of age, however, this has led to greater fragmentation as more and more players have entered the market. The traditional model of the suppliers choosing the delivery date has been replaced, for the most part, by the PHS Teacrate 'Just in time' next day delivery model. Fast and responsive service is key, and the bricks and clicks model used by PHS Teacrate uses the depot network that it has for its crate hire operations.

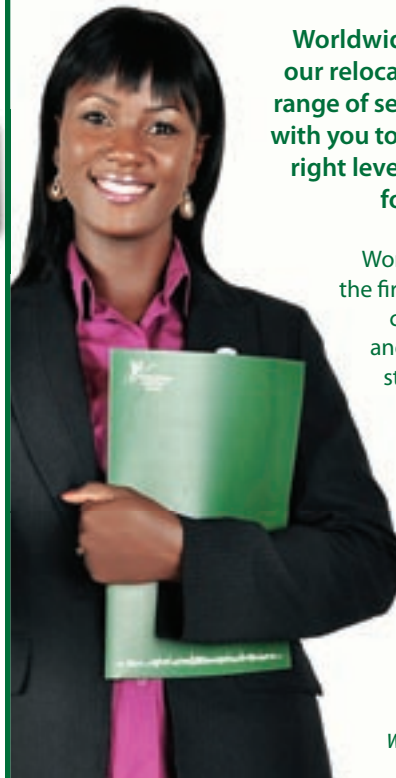
Whilst the larger removers may order in pallet quantities, we are seeing the smaller operators ordering on a job by job basis with no minimum order quantities, thus enabling even the smallest players to have access to professional quality packaging materials. A worrying trend, however, is the growth of second hand box sellers and various sites offering inferior single walled

boxes.

Several removals companies now provide online packaging shops on their websites whereby their clients can browse and order the packaging materials they require for their move. Movers with no existing packaging offering on their websites can set up a shop by working with PHS Teacrate to integrate a fully enabled packaging e-shop into their site. Teacrate's packaging e-shop is embedded seamlessly into a mover's website and can be branded in line with their business. The packaging e-shop is managed end-to-end by Teacrate, so there is no mover involvement in product storage, delivery or customer communications.

This value added service from PHS Teacrate provides movers with the means to set up an online packaging shop quickly and with no upfront investment. And movers can earn on packaging sales in the process.

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NEWS: ON THE ROAD

FUEL PRICING
TRANSPARENCY

Robert Halfon, Tory MP for Harlow, is preparing to table a Private Members Bill to make fuel pricing more transparent by separating out the tax element of the fuel on petrol station receipts.

The initiative is supported by the Road Haulage Association (RHA). "This initiative will serve as a real wake up call to all users of road fuels; petrol or diesel", said RHA spokesperson Kate Gibbs. "Filling the tank - regardless of size - has always been costly," she continued. "If the cost of the fuel duty and the VAT is clearly shown on the receipt, it will make users far more aware of just where their money is going. This is a move that could benefit the economy in general and the road haulage sector in particular as customers will see that they are getting the best possible rate for the job. The price of fuel has become a wide reaching political issue; it affects everyone. If this move for transparency goes ahead, fuel pricing has the potential to become a real vote winner, or indeed vote loser."

The Mover, however, believes that this will be a total waste of time as everyone knows that most of the cost of fuel is tax, nobody looks at the receipt anyway and there's nothing they could do about it even if they did.



● Will this proposal tell motorists much more than they already know?



● Using motorways could mean paying a higher rate of road tax.

Two-tier road tax being
considered by the government

A scheme to introduce a two-tier rate of road tax (VED) whereby motorists using motorways and other major routes would be charged a higher rate is being considered by the government.

The move follows an announcement by David Cameron earlier this year that an "innovative approach" was needed to address the issue of how roads would be owned and financed in the future. If the plans were introduced the fees would be paid to private companies appointed to manage and invest in the county's road network. Cameras using number plate recognition (NPR) similar to those used by the police would be used to catch motorists who had not paid the higher rate.

At present cars with low levels of emissions pay a lower rate of VED than those deemed to be less environmentally friendly and this has led to fears that the amount of tax paid to the exchequer will fall from its current level of £6bn during the next few years.

The Daily Mail reported that other options being considered by the government include changes to the duty's payment bands or making the tax a one-off up-front charge on new vehicles, instead of charging annually. However, linking charges to the distance travelled on major routes, or on their use at peak times has, according to the newspaper, been ruled out.

A spokesman for the Department for Transport said: "The department and Treasury are currently carrying out a feasibility study to review new ownership and financing models for the strategic road network. This is looking at how best we can secure investment in the network to increase capacity and boost economic growth. The government has made clear it

"I seem to remember one of Mr Cameron's pre-election pledges was to end the war on motorists and those who rely on the road to run their businesses ..."

Alastair Bingle

will not implement tolls on existing road capacity and has no plans to replace existing motoring taxes with pay-as-you-go road charging."

Alistair Bingle, Managing Director of Bishop's Move commented: "I seem to remember one of Mr Cameron's pre-election pledges was to end the war on motorists and those who rely on the road to run their businesses effectively. Has the government not considered that motorists also pay over 60% tax on every litre of fuel? A two-tier system simply would not ease congestion on the roads. Businesses, families and individuals will continue to use the motorways and main A roads because it makes sense from a timing perspective. This is just another revenue gaining exercise which, whilst in the short term might take some traffic off the motorways, over time the public will revert to using the quickest means of getting from A to B. The net result will be more tax revenue with little achieved to alleviate congestion."

Road safety
charity offers free
safety advice to
fleet operators

Brake, the road safety charity, is launching a new initiative called 'Ask Brake'.

The service will provide fleet managers and health and safety professionals with advice and guidance on issues they are experiencing with the safety of their fleets.

Fleet managers can 'Ask Brake' for advice completely free of charge, thanks to sponsorship from fleet management and incident prevention company FMG. Answers will be published on the charity's website to facilitate the wider sharing of best practice.

Roz Cumming, Development Manager at Brake, said; "Managing your organisation's road risk is a fundamental part of being a responsible and ethical business, ensuring staff have the greatest chance of staying safe on the roads. 'Ask Brake' will provide another channel through which Brake can support fleet managers and health and safety professionals, utilising the charity's considerable experience to share best practice and help to reduce the number of devastating crashes which take place involving at-work drivers."

● If you would like to 'Ask Brake' for advice on a particular fleet safety issue, e-mail Brake's Fleet Safety Forum today at forum@brake.org.uk quoting 'Ask Brake' in the subject line.



● 'Ask Brake' will provide support for fleet managers and health and safety professionals.

Petition launched to close down vehicle clockers

Vehicle information expert, HPI, is urging dealers to join consumers in the fight back against clockers, as it launches an e-Petition to DirectGov to close down mileage correction firms.

Across the UK, these companies are turning back the miles on used cars, helping certain sellers push up the price of vehicles. One in 20 cars checked with HPI show a discrepant mileage, and this figure has risen by 10% in the last five years. Dealers need to tackle the threat of 'clocking' head on, as they risk unwittingly part exchanging 'clocked' vehicles and selling them on to customers, putting their business and their reputation at risk.

"Dealers are well aware that clocking itself isn't illegal, but selling a clocked car without declaring its true mileage is," explained Daniel Burgess, Managing Director for HPI. "Whilst there is rarely a legitimate reason to alter the mileage on a vehicle, Trading Standards estimates there are 50 mileage correction firms operating in Britain. Some of these companies will be exploiting a legal loophole that could help unscrupulous sellers make a fast profit at the expense of dealers and consumers alike. We're calling for a change to the law and dealers should be too. Our e-petition will give motorists and the motor industry a chance for their voice to be heard."

Mr. Burgess said that The Office of Fair Trading (OFT) has called upon the government for reform twice before, but still there are no signs of change. You can sign the petition at <http://epetitions.direct.gov.uk/petitions/40393>.

● For further information visit www.hpicheck.com.



● The Mirror Monitor camera system is both a reversing camera and a rear view mirror.

White vans go hi-tech

UK vans are set to become the cutting-edge of reversing technology, with many new vehicles being fitted with reversing camera monitors built into their rear view mirrors.

Blackburn-based Vision Techniques has been offering this system for several years, and now major manufacturers are beginning to adopt them.

Companies such as Ford are offering digital parking cameras in the rear view mirrors of new Transit vans to assist with maneuvering.

Vision Techniques' Mirror Monitor camera system is both a reversing camera and a rear view mirror. The ultra-compact reversing camera system looks like an ordinary rear view mirror to fool opportunist thieves.

Blind spots are a huge problem for van drivers and cause many costly accidents. Steve Perrin, Manager at Vision Techniques, said: "Reversing camera systems in all commercial vehicles are becoming recognised as an important safety feature in the UK. Like most Vision Techniques

products, the Mirror Monitor dramatically increases vehicle and pedestrian safety."

"Reversing camera systems in all commercial vehicles are becoming recognised as an important safety feature in the UK."

Steve Perrin

The Mirror Monitor is a 4.2" profile-wide monitor, which can be used on most vehicle types.

● For more information visit www.vision-techniques.com.

You too can study at Oxford

From March 2013, the University of Oxford launches its inaugural Oxford Leadership Programme: 'Global Challenges in Transport', an innovative short-course programme in sustainable transport. The programme is run by the university's world-renowned Transport Studies Unit (TSU) in

collaboration with the UK Chartered Institute of Transport and Logistics (CILT) and is designed to provide the leaders of tomorrow with the necessary knowledge and expertise, supported by the latest research evidence, to address the complexity of the issues associated with making transport sustainable. It is a very broad set of courses so is suitable for professionals across many sectors.

● For more information e-mail transport@conted.ox.ac.uk.

NEW DFT THINK! CAMPAIGN AIMS TO IMPROVE CYCLE SAFETY

The Department for Transport's latest THINK! Campaign, 'THINK CYCLIST', calls on drivers and cyclists to stay safe by looking out for each other – pointing out that drivers and cyclists have more in common than is often realised.

With 80% of cyclists holding a driving licence, and one in five drivers cycling at least once a month, they are often the same people. The THINK CYCLIST poll has also showed that cyclists and drivers agree on how to stay safe on the road.

Looking twice for each other when turning or at junctions came out top for both as the precaution that would avoid the most collisions (41% of regular cyclists, and 35% of regular car drivers). Both also agree on how to make things better, with 67% of cyclists and 59% of drivers saying that giving each other space on the road was in their top three ways of making cyclists and drivers more visible to road users.

Road Safety Minister Stephen Hammond said, "We take the issue of cycle safety extremely seriously so we are launching 'THINK CYCLIST', a campaign aimed at both cyclists and drivers. With interest in cycling heightened by Bradley Wiggins winning the Tour de France and our cyclists' extraordinary success at the Olympics and Paralympics too, we want to remind cyclists and drivers of the importance of looking out for each other to avoid accidents. Many people cycle and drive and a new THINK! poll shows both road user groups agree that looking twice at junctions, as well as giving each other space on the road, are practical things that we can all do to help reduce the numbers of cyclists killed and seriously injured on our roads each year."



● DfT wants cyclists and drivers to look out for each other.

Try out the search facility on www.themover.co.uk. It's lightning fast!



PROFILE: INTER S&R



● Left to right: Elisabeth San Nicolás, M. Dolores Martínez, Catherina Stier, Miriam Acedo and Mari Carmen García.

Dealing with the recession – the Spanish way

Wherever you are in the world your business will have been touched by the worldwide recession. In some countries, such as the UK, we think we have had it pretty bad. But elsewhere the effects have hit even harder. In this interview with Àngels Gallardo and Catherina Stier, International Director and Manager for Inter S&R in Spain, Steve Jordan looks at some of the decisions they have had to make to keep the business healthy.

Inter S&R was started 20 years ago by M. Dolores Martínez, Àngels Gallardo's mother. She had been working in the industry for some years, including with Interdean in Spain, but the time had come to start a business of her own. She still owns and runs the company and is involved every day.

The company originally started in Barcelona then opened a branch in Madrid ten years later. The offices in Barcelona are still bigger than in Madrid but more crews run out of the capital. In 2005 the company opened an office in New York to service enquiries from Spanish people, mainly those working for government agencies and multinational companies, who wished to move home.

Àngels joined in 2004 at a time when the Catalan government were encouraging companies to become more international. She spent five years in New York, returning to Spain only after the birth of her son and



● M. Dolores Martínez, seated, and Àngels Gallardo.

when the office was then established. "We started in a rented office in the Catalan trade centre in NY before moving into a Business Centre," she explained. "It is just a sales office with all the work being subcontracted to partners that we have chosen very carefully. It's just a point of contact for the Spanish community in Spain."

Catherina joined the company in 2006 and has enjoyed the business ever since. "I like the people and the fact that every day is different," she said.

Working with the recession

Àngels explained that when the recession hit in 2009, things had to change. "At that time we were

"We are seeing more people come into the business from other areas of the industry ..."

Àngels Gallardo

running with around 55 people. We had to make cuts and had to work twice as hard to get the same amount of business as before." The company now has around 40 people employed.

Part of the problem was that Inter S&R's corporate customers changed their objectives. "Before they just wanted a smooth stress-free move," Àngels explained. "But they had to cut costs themselves so their main goal was to keep the cost down. The quality of the service became less important."

The competition changed too. Many moving companies started to cut corners to cut costs. "I don't know exactly what they are doing but I know the prices they charge and there is no other way to do it. One way is to use more temporary staff."

Not only are moving companies cutting costs but there are more competitors entering the market too. "We are seeing more people come into the business from other areas of the industry," explained Catherina. "Courier services, cleaning companies, even shipping lines are all offering removals services now."

It would have been easy for Inter S&R to follow the market down and, to some extent at least, its margins have been squeezed. But they have made a stand when it comes to the quality of the service. "All our crews are on the payroll and all our vehicles are inspected and legal for the road," explained Catherina. The company has also avoided the temptation to follow any business at any cost. "If people just want to load a container themselves we suggest they go direct to the shipping line. We don't want to get involved with that side of the market. We have to keep our level and our standards to ensure that we will be here long term. Maybe we took the difficult way."

Maybe they did, but Inter S&R did make a stand and have already seen improvements. 2009 was very bad, 2010 and 2011 were better, and so far 2012 has shown continued

improvement. "Nobody likes to have their salaries cut and in the sales department we have been working harder than ever before to find the work: more travelling, longer hours, more agency visits," said Catherina. "But the motivation is huge.

Everything is now more urgent. Most of the staff feel the same way."

"We are already stronger because we have had to do these things. I see now that we were too comfortable before," said Angels. "When we knew we had to make cuts we all accepted that we needed to change the way we get paid rather than let more people go."

The on-road staff have been hard-hit too although in a different way. There was a time when there was plenty of overtime but now many of them are on reduced hours. "In some ways it's harder for them," explained Catherina. "They don't know how hard we are working to get more work or what might be just around the corner. They just have to wait for the work to arrive."

"All our crews are on the payroll and all our vehicles are inspected and legal for the road ..."

Angels Gallardo

But over the last 20 years the owners have shown respect for their workers and some have stayed loyally for many years. They try to create an atmosphere of support in which everyone works together for the same aim. "They are worried about the future but they know we are all in it together. What happens to them will also happen to us all. I don't think they blame us."

In fact that loyalty extended even to those people the company had to let go. When they left they were all given letters promising them their jobs back as soon as the company was hiring again.

The company has rejected diversification, preferring to stick to its core business and focus all its energy on what it does best. "We've all accepted that this is the way it's going to be for the foreseeable future. We are not going back to 2008. That's fine with us. We have to work harder of course, but we are doing OK."

● Making IT happen – Peter Bishop.



Making IT work

Peter Bishop, Bishop's Move ICT Director, looks at the firm's long-standing and impressive IT system.

To have any chance of being a leading player in the market, and that counts for any industry, technology should be at the forefront of the business. Ten years ago we introduced our own Bishop's Operational Database System (BODSweb) – a fully integrated Customer Relationship Management system which handles all enquiries, quotations, work sheets, storage and invoicing across all our branches and franchises throughout the UK.

Having been the first removals company to introduce such a system, we can share first-hand knowledge of the impact it has had in enhancing the customer experience with Bishop's Move.

The evolution of BODSweb over the past decade has mirrored the growth and expansion of the company. It started life as a simple management tool written on a BBC Micro Computer using the basic programming language. It then progressed into an access database, running in each branch separately, with reports consolidated manually every month. However, it is now a fully featured web-based system which is an important feature of the company. Let's look at how it enables us to make life easier for

For ten years our BODSweb system has made the lives of not only our employees, but also our customers, much easier.

the customer.

When a customer first gets in touch, the BODSweb will save the details of the enquiry and can use an online calendar to book the visit of the estimator. It will then e-mail details of the visit to the customer and follows this up with an SMS text reminder the day before the visit. The estimator can either perform a traditional manual survey, or use the Bishop's 'Checkmate' tablet-based system to record their full inventory. The system then creates a quote, the customer is then e-mailed with the full quote details and, once the customer accepts our reasonable quotes, creates confirmation letters, work sheets and invoices. This is all linked to our accounts system which means each electronic invoice is sent with a link to a secure online payment

system. It can also create customer documentation in Word format in case further editing is required before being converted into a final PDF document.

The BODSweb is also used to help us manage and allocate staff and vehicles across the entire company and produces work sheets both in summary and for each individual job. This means we can determine how time is managed throughout the company which enables us to increase profitability and evaluate and improve performance levels.

Having been tailored to match how the company works, BODSweb has been designed and custom-written in house by senior members of staff and the Bishop's family. It handles all operational requirements and is also fully integrated with our self storage business. What also gives us all added flexibility is that the system also works externally from any PC with an Internet connection.

For ten years our BODSweb system has made the lives of not only our employees, but also our customers, much easier. It provides all the necessary tools to ensure the customer goes away satisfied and enjoys a smooth, trouble-free enquiry and overall experience with Bishop's Move.

NEWS: PRODUCT



New trolley means light work for removers

A Swedish company has developed a unique device for moving desks tables and other furniture which can be used by a single operator. The Multi Trolley was invented by Peder Jensen who has over 40 years' experience in the moving business.

The Multi Trolley features a patented tilting platform which allows one person to safely move a large heavy office desk or table without the need of an assistant. The makers claim that injuries to muscles and joints, a major cause of absenteeism, can be significantly reduced by using the system.

Peder Jensen began selling trolleys to colleagues in the moving business back in 2010 and when demand increased he decided to start the Multi Trolley company.

• More information is available at www.multitrolley.com.

Price comparison site for destination and origin services

A US company has recently launched a new online software platform called PricePoint. It's designed to help international moving companies compare prices for both origin and destination services.

The company call PricePoint a 'Price Engine'. It allows companies to input shipment information and see at a glance origin and destination rates for a range of suppliers. The system also includes detailed agent profiles, it ranks prices compared with the lowest quote and allows those companies taking part to block companies from seeing their rates to avoid providing privileged information to competitors.

Ryan Keintz is the co-founder of the company Global Relocation Innovative Procurement (GRIP). "Suppliers are by invitation only and invitations are controlled strictly by bookers so my company stays away from any perceived bias or conflict of interest," he explained.

To become a booker on PricePoint

companies need to sign a user agreement, which contains a central provision of strict non-disclosure/ confidentiality of all supplier pricing data; and provide GRIP with a preferred supplier list. "The cost is currently a simple flat monthly subscription paid by booker-users, no cost to invited suppliers," explained Ryan. "We are scaling the fee according to company size, currently US\$100-US\$800 per month."

GRIP acknowledges that many of the savings are subjective, however nonetheless real. Savings come from the reduction in administration, elimination of human error, and the potential to obtain better rates through the system.

• For more information contact ryankeintz@gripocure.com.

Electric pedestrian stacker from Jungheinrich

Materials handling specialist Jungheinrich has launched a new range of manoeuvrable and compact electric-powered pedestrian operated stacker trucks. The new models can lift loads up to 1,200 kilograms to heights of 4.70 metres, have 3-phase AC motors and are particularly energy efficient.

The trucks can be manoeuvred safely and efficiently in the narrowest aisles and within confined warehouse spaces.

• E-mail craigj@jungheinrich.co.uk for more information.



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- International Coordinator
- International Move
- Removals Operations Director
- Sales Estimator International

USA

- Fine Art Driver
- Fine Art Inventory
- Warehouse Manager
- Fine Art Technician
- International Removals
- Corporate Developer
- International Sales Estimator
- Private Migrant Business Developer/Estimator
- Sales Consultant/Estimator
- Sales Manager

UK

- Assistant Branch Manager
- Branch Administrator
- Branch Manager
- Commercial Moving Sales Developer
- Corporate Developer International
- Fine Art Business Developer
- Fine Art Technicians with HGV
- Import / Export Clerk
- International Corporate Developer
- International Move Coordinator
- International Move/Relocation Coordinator
- International Sales Estimator
- Operations Manager
- Removal Corporate Developer
- Removals/Relocations Developer
- Sales Manager (Director elect)
- Sales/Admin Coordinator
- Storage Coordinator
- Telesales Operative

OTHER EUROPEAN VACANCIES

- International Business Developer
- International Corporate Sales Surveyor
- Removal Branch Manager

INDIA

- Branch Manager

MIDDLE EAST

- Account Manager
- Branch Manager
- Corporate International Removals Developer
- Corporate Sales Developer
- Customer Service Advisor
- Customs Clerk
- Export Coordinator
- Fine Art Operation Supervisor
- Fine Art Technician
- Pricing Analyst
- Removals Sales Surveyor

ASIA

- Assistant Coordinator
- Branch Manager
- Country Manager
- General Manager
- Import and Export Clerk
- Removals and Relocations Administrator
- Sales and Marketing Director
- Sales Estimator International
- Sales/Business Development Executive
- Sales/Relocation Consultant
- Trainee Branch Manager

JAPAN

- Move Coordinator

AUSTRALIA

- Branch Manager
- Contractor Removalist
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STORY: A CHRISTMAS WISH

A Christmas Wish

A children's story for Christmas, by Steve Jordan.



There were lots of things that Jamie wanted for Christmas. He wasn't a greedy boy you understand, he just liked doing lots of things.

Jamie would have asked Father Christmas for a new bike, he'd grown out of his old one and anyway it still had the little wheels on the side and they were only for babies, but he'd got one only a few weeks before, for his ninth birthday. It was red and shiny and his mum and dad had wrapped it up in X-men paper and tied it with red string. But that was before Dad and Jake went away.

Since then things had changed. Dad had gone to work in Afghanistan. He was a soldier. A sapper Dad said, but Jamie didn't know what that meant. Jake, his elder brother, was 20 and he'd gone away too. He was working as a barman in London. Jamie and his mum hadn't seen him for months.

Only a few days ago Jamie had written his Christmas list and sent it up the chimney just as Dad had shown him. He'd asked for some roller blades, three Xbox games (but Mum didn't like him having the fighting ones), an iPod (which he knew was too expensive but ...), some Nike trainers, a rucksack for the next scout camp, and lots more that he couldn't remember. He wanted all of them, and none of them.

He would have given up them all, screwed up the list and never looked at it again, if Father Christmas would just make his mum smile again. Smile the way she used to do, with her eyes and her heart, not just her mouth.

It was Christmas Eve. It was nearly 9.00pm and Jamie had sat still and quiet for ages hoping that Mum would forget to send him to bed. But eventually she read him his bedtime story, gave him a hug and shushed him up the stairs. "Now no getting up Jamie," she said, "or Santa might not come."

Jamie lay awake. He wanted Christmas day to come but it wouldn't be the same with just the two of them. As he lay staring at the ceiling of his bedroom in the half light, he became aware of something. It wasn't frightening. It was warm, gentle, kind. It was there, but it wasn't anywhere. And there was a really strong smell of sweet spice, just like the candle that burned on the hearth in the living room. There was no sound, nobody spoke, but Jamie knew something. He knew for sure what this 'presence' was asking him to do. He had to make a wish. Just one. Not like in the stories where the genie grants three wishes. Without hearing or seeing a thing, Jamie knew that he had only one. He could wish for anything in the world and it would be his. Would it be the

iPod, the trainers, the blades ...

Christmas morning came and Jamie remembered his strange dream from the night before. It was still dark but Jamie figured he'd waited long enough. He crept into his mum's room, tugged at the duvet and climbed in with her. It was warm, safe and scented in the big bed, at Mum's side it was anyway. Jamie could never understand why Mum always slept on her side of the bed even when Dad wasn't there.

"Mum, can we get up now? Can we see if he's been?"

The lights of the tree twinkled as Jamie and his mum peeped around the living room door. There, as Jamie had hoped, was a small pile of presents just for him. He opened one, then another. Then he stopped, ran upstairs and came down, beaming, holding a package, lovingly wrapped in white paper with a red-nosed reindeer motif, for his mum. She smiled, the thin one he'd grown used to, opened the parcel, hugged him and, he thought, wept a little.

Nana arrived and helped mum make dinner. She was a good nana but Jamie wished she wouldn't always want to kiss him. The hair on her chin always tickled. Grandad and Grandma came soon after. Each brought something for Jamie. By midday he was wearing his trainers, the Xbox games - the fighting ones - were already upstairs in his room

and Grandad had a twinkle in his eye. His new iPod, from Mum and Dad, was already downloading his favourite stuff off the computer.

Then, the doorbell rang. "Hi mum, hi Jamie" came the shout as Jake poked his head around the door. Mum hugged him really hard. She was crying again but this time the tears were different. This time they were of relief. Tears of joy for Jake's safe return. "Hi Buster," said Jake to Jamie. He always called him Buster; Jamie didn't know why but he kind of liked it. "Beat you at Xbox." He picked Jamie up and swung him around twice.

As his feet touched the carpet something strange happened: Jamie could smell sweet spice again. He looked around but there was nothing to be seen. Then he heard a car horn outside and a door bang. His mum dashed into the room, taking off her cooking apron as she ran. She said nothing, just squeezed Jamie and Jake's hands. At the mirror in the hall she paused, touched her hair, smoothed her skirt and opened the front door. Jamie stood, held his brother's hand, as the sweet smell of Christmas spices grew stronger and stronger.

As he waited, Jamie held his breath, but he already knew that last night had been no dream - and his Christmas wish was about to come true.

Reductions in road deaths must continue, says IAM

The IAM (Institute of Advanced Motorists) sees the reduction in the number of people killed and seriously injured on our roads as confirmation that measures taken so far have been successful, but urges against complacency and funding cuts as the latest figures are released by the Department for Transport (DfT).

Neil Greig, the IAM's Policy and Research Director, said: "It's always good to see a downward trend in road deaths in the UK. The focus on rural roads in the last two years has undoubtedly helped with rural road safety campaigns by the DfT and the police, raising awareness that country roads are the biggest risk to drivers. The fact that fewer people in their late teens and early twenties are taking the test due to demographic trends may also be a factor in the drop, and as older cars are taken off the road we are driving safer, better tested cars."

Mr Greig said the IAM's main concern now is that the successful measures are not scrapped under spending cuts: "With these positive results, the worst thing to do would be to withdraw funding, and so it is important to carry on this good work. Any interventions need to combine maximum effectiveness, with as little intrusion on the public's lives as possible, to improve acceptance."

Latest DfT figures show overall casualties to be down. The number of people killed in road accidents fell by 12% from 2008, to 2,222 in 2009. In accidents reported to the police 24,690 people were seriously injured in 2009, 5% fewer than in 2008. There were just over 222,000 road casualties in Great Britain in 2009, 4% less than in 2008.

"If the results continue to improve like this, we will be well below 2,000 fatalities by 2020," said Mr Greig.

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● Bond is back. Enough said.

MOVING MOVIES

By Mary Jay

Title:

Skyfall

Director:

Sam Mendes

Starring:

Daniel Craig, Javier Bardem, Judi Dench, Ralph Fiennes, Naomie Harris, Bernice Lim Marlohe.

Running time:

143 mins

Rating:

12A

Genre:

Action/adventure/crime

A quantum of silence

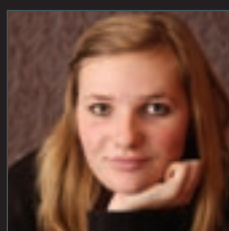
The brilliance of this film is that it is so difficult to talk about without completely giving away what happens in it. A very good tactic if you're talking to a friend because all you need to say is "Just go and see it. It's great", but it makes it a bit difficult to write a review about. You may be thinking "why don't you write about something else then?" but again that would be difficult. What director would release a film hoping for it to do really well at the same time as the latest Bond film has been released? No one is that crazy. What I can say about this film is it has the conventional ingredients of a Bond film. It has Daniel Craig in a black suit, fighting bad guys, drinking martinis and driving fast cars (not all at the same time). It also has a creepy villain; a Bond girl, perhaps more than one; twists and turns; explosions and, of course, Bond's helpers at MI6. If you haven't already seen it you'll definitely enjoy it no matter what age or sex you are. If you miss it at the cinema, even if you don't, add it to the collection when it comes out on DVD.

Everyone has their favourite or someone that they will always

consider as Bond and even if Daniel Craig isn't either of them for you there is no denying how brilliantly he played the iconic character. All the actors played their characters very well. Javier Bardem was a fantastic villain; Naomie Harris and Bernice Lim Marlohe brought different characteristics to their Bond girl roles; Ralph Fiennes is the latest employee at MI6 and the legend that is Judi Dench is back as M. There isn't a lot that woman can't do. There have already been talks about who's going to replace Daniel Craig in the upcoming films. Idris Elba (from TV programmes *The Wire* and *Luther*) is rumoured to take over which would make him the first black Bond.

Upcoming films:

At the end of November *Gambit* was released. This is a remake of the 1966 version with Shirley MacLaine and Michael Cain. It stars Colin Firth, Cameron Diaz and Alan Rickman. It looks very funny so definitely go and see it.



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

TECHNOLOGY: BIO-DME TESTING

Volvo tests bio-DME – a better fuel for trucks

Trucks that impose hardly any load on the environment because their carbon emissions are virtually zero – could this be a future scenario? In fact Volvo Trucks is already running successful field tests with vehicles powered by bio-DME, a fuel that can be produced from biomass both cost and energy efficiently.

For the transport industry, this could reduce dependence on oil and thereby reduce the environmental impact.

Since last autumn, ten specially adapted Volvo trucks have been operating on Swedish roads. They do not stand out in the traffic – they do not travel more slowly and they do not look any different – but they are revolutionary. The reason is that they are powered by bio-DME which reduces carbon emissions by 95% compared with diesel. The field tests have now reached the halfway point and the results so far have both met and exceeded expectations.

“We have demonstrated both that the technology works in practice and that the infrastructure with filling stations in different parts of Sweden works effectively. The test results bode well for the future,” said Lars Mårtensson, Environmental Director at Volvo Trucks. “We have shown that it’s possible to take an idea from the laboratory to full-scale operation and we have also successfully spread this knowledge all over the world.”

Bio-DME, dimethyl ether produced from biomass, is a liquid, so-called second-generation biofuel that can be made from wood or by-products and waste from agricultural production. “According to

the calculations, bio-DME could replace up to 50% of the diesel that is currently being consumed by commercial vehicles in Europe within the next 20 years. We have a chance to make a fantastic contribution to help the environment,” said Lars.

To date, the drivers who are operating the trucks in the field tests have reported that everything is as expected. Yngve Holm is transporting pulpwood in northern Sweden in a DME-adapted Volvo FH 440. He is one of the test drivers and he has also reported a number of advantages, such as lower noise levels and, first and foremost, environmental aspects. “I can drive about 650 kilometres on one tank and the truck runs just as well as it does on any other fuel. It is actually much quieter, both internally and externally.”

He has been participating in the field tests since last September and so far he has driven 40,000 kilometres. “Many people are curious and want to know how it works. The most important thing is that we are doing something for the environment and the future and that’s good for the soul, as I see it.”

The bio-DME he is using is produced just a stone’s throw from the filling station he uses, at the Chemrec plant in Piteå in northern Sweden, next to the Smurfit-Kappa Kraftliner paper mill. Bio-DME is



Above: Yngve Holm is one of the test drivers in Volvo Trucks’ field tests of bio-DME; left: Lars Mårtensson, Environmental Director at Volvo Trucks.

made from a ‘black liquor’ produced in the pulp plant. “At the present time, we are only using 1% of the black liquor produced at the mill,” said Ingvar Landälv, Technical Director at Chemrec. “If we can use our technology to convert all the black liquor to bio-DME, it would be able to power around 2,500 trucks, so we envisage incredible potential.”

Facts about bio-DME

As a fuel in a diesel engine, bio-DME produces the same level of efficiency and lower noise levels compared with a traditional engine. Compared with diesel, bio-DME generates no less than 95% fewer carbon emissions. Combustion also produces extremely low levels of particulates and nitrogen oxide. Taken as a whole, this makes bio-DME an ideal

fuel for diesel engines.

DME is a gas, but it is converted into liquid at a pressure of just 5 bar. Handling is uncomplicated and resembles that of liquefied petroleum gas (LPG). DME can be produced from both natural gas and different kinds of biomass. When it is made from biomass, it is called bio-DME.

The production of DME from natural gas is already substantial. DME then has the same positive characteristics as a fuel in diesel engines, but its environmental impact is not as low.



● Bevan Bush and crew.

Bevan Bush retires

Bevan Bush has retired as a partner and Director of Business Development in Brytor International's Ottawa office. Bevan will be well known to many from his attendance at LACMA conferences with his wife, Gina, and BAR conferences. The photo shows Bevan at the job site for the second of two containers packed in Ottawa for Alex Baumann. Alex was a two-time Canadian swimming gold medalist and left his high profile

position as CEO of the Own the Podium program in Canada to become CEO of High Performance Sport in New Zealand.

Editor's note

Any time with Bevan was always great fun and I would like to thank him for brightening up many dull conferences with his quick wit and flashing smile. Have a great retirement Bevan – you lucky man!

Suddath hires Christine Sidari

Christine Sidari has joined Suddath in Jacksonville as the company's global account sales executive.

Christine has been in the industry for 13 years and will be based at the company's Chicago office. She will focus on global sales in the mid-west region of the United States, covering Chicago to Texas. Prior to joining Suddath, Christine acted in a vice president's role for business development at a large relocation company. Locally, Christine is a member of the Great Lakes Relocation Council, the Worldwide Employee Relocation Council (ERC) and Cornerstone of Hope. "We are excited to have Christine as a part of our Suddath team. With her motivation and enthusiasm, we are certain that she will bring

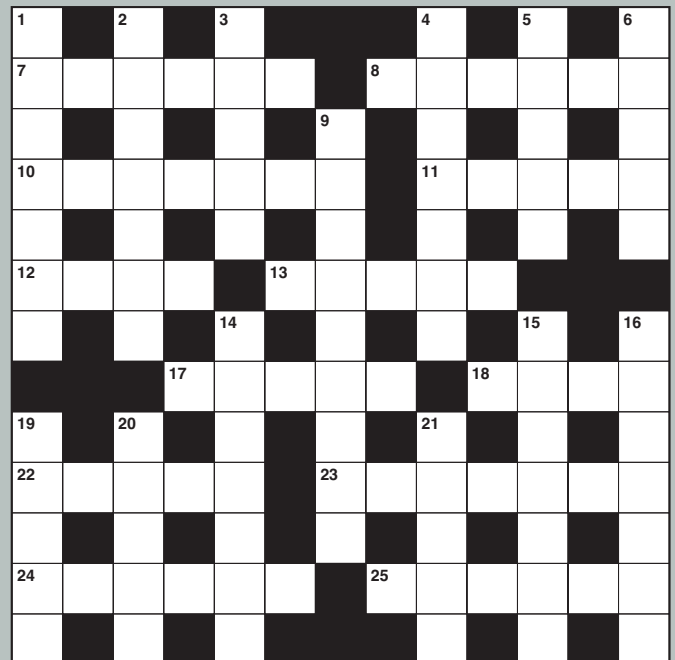
continued success to Suddath International," said Brian Loud, Senior Vice President of Global Account Sales.



● Christine Sidari.

Puzzles

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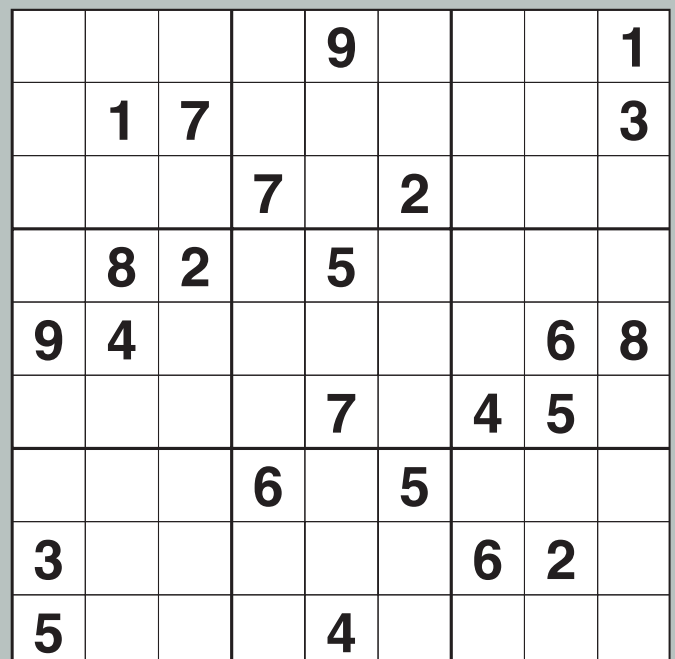
- 7 Prevents (6)
8 Trios (6)
10 Harmless pill (7)
11 Musical time (5)
12 None (anag) (4)
13 Opposite of lower (5)
17 Additional payment for good performance (5)
18 Cry with grief (4)

DOWN

- 22 Open disrespect (5)
23 Fast-moving reptiles (7)
24 Extremely foolish (6)
25 Bearlike (6)

ACROSS

- 5 Large quantities of paper (5)
6 Famous English racetrack (5)
9 Sententiously (9)
14 Connecting; linking (7)
15 Sharp bend (7)
16 Consecrated; made holy (7)
19 Up and out of bed (5)
20 Seashore (5)
21 Shade of blue (5)



DIARY DATES

DiaryDates

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10th Annual Road User Charging Conference

5 – 6 March, 2013,
Radisson Blu Royal Hotel,
Brussels, Belgium

CV Show 2013

9 – 11 April, 2013,
NEC, Birmingham, UK

LACMA Convention

9 – 13 March 2013,
Quito, Ecuador

16th Annual EuRA International Relocation Congress

24 – 26 April, 2013,
Bucharest, Romania

OMNI Annual Conference

7 – 10 May, 2013,
Monte Carlo

FIDI Annual Conference

12 – 16 May 2013,
Athens, Greece

BAR Annual Conference

16 – 18 May 2013,
Newcastle, UK

MöLo International Fair

19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly

21 September 2013,
Kassel, Germany

IAM 51st Annual Meeting

7 – 10 October 2013,
Vancouver, BC, Canada

FEDEMAC General Assembly

25 – 27 October 2013,
Sofia, Bulgaria

IAM 52nd Annual Meetin

7 – 10 October 2014,
Orlando, Florida, USA

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The Mover magazine is distributed free in the UK but if you'd like your own copy sent to you in another country, just take out a subscription for £100 a year and it will be delivered to you every month anywhere in the world.

Send in your stories too

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

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

So, what are you waiting for? Time to get typing.

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Did you know?

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

All over the world windmills go counterclockwise, except in Ireland where they go clockwise.

A turtle can breathe through its bottom.

The only animal that cannot jump with all legs off the ground is the elephant.

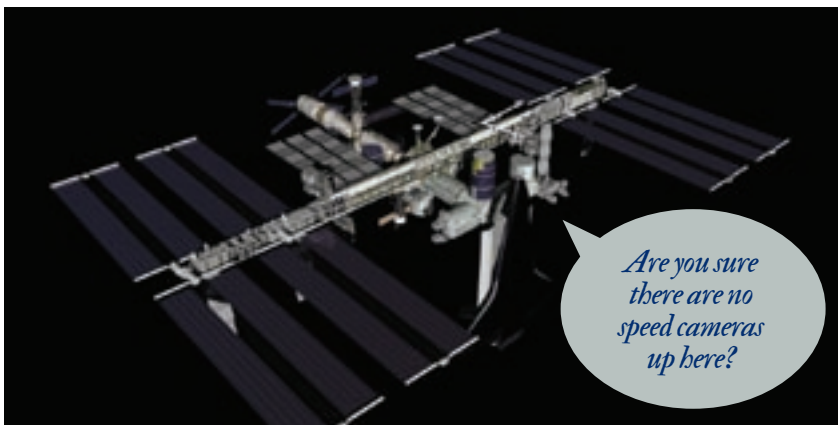
The phrase 'rule of thumb' comes from an old English law that said that a man could not beat his wife with something that was wider than a thumb.

An Earth day is not 24 hours long. It's actually 23h, 56m, 4s which is the time that the planet needs to rotate on its own axis.

The coldest place on Earth is Vostok in Antarctica and the hottest area is El Azizia in Libya.

Twelve people have walked on the moon.

The international space station is travelling at an astonishing 17,500 miles per hour.



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

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.

Features coming up:

January: Scotland
February: Training
March: Trade Groupage
April: Pet Shipping



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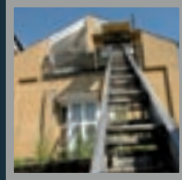
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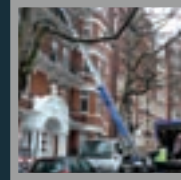


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