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Issue 020 November 2012 www.themover.co.uk

TheMover



MOVING ON UP

PPS Midlands Ltd - crate hire's
new kid on the block. Page 8

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TheMover

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

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Deadline:

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

Disclaimer:

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

Published by:

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

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

Technology overload

Steve Jordan, Editor



Our Marianne left us this month for pastures new. Her absence has left a large hole in our team here at *The Mover* which, until I can find a suitable replacement, Nikki and I shall be filling.

Now Nikki is brilliant at anything to do with technology – thank goodness. I’m not. I think I can do stuff – I mean I have managed to wrestle my way around a Blackberry, and have my very own Facebook account though I’m not sure why – but now I’m fully engaged in a crash course on all things 21st century, I’m not so sure.

Twitter, for example, I thought I understood. I occasionally send a note to all my followers (about six of ‘em) to grumble about the some twerp in Westminster. Now, however, I have the awesome power of *The Mover’s* Twitter account in my hands with multitudes following my every thought. It’s a bit like getting hold of the TV remote on a Saturday night. But what exactly is a hashtag for and who cares anyway? Does anyone read this stuff? I guess they do.

Then there’s LinkedIn and a host of removal Groups all it seems totally dominated, and therefore hijacked, by a pretty blonde lady from a recruitment company. I have managed to squeeze a few messages in between her stream of positions vacant but if you don’t spot my submissions within ten seconds of posting they are way down the list.

Finally, there are the delights of what is affectionately called a Content Management System. It’s perfectly simple, Nikki tells me. It allows us to put all our stories on www.themover.co.uk at lightning speed. I had a go today. A two-paragraph story only took me four hours to load. Nikki tells me I’ll get better with practise.

Now I was never top of the class at school but I didn’t have myself down as a total dimwit – but I have now re-assessed my intellectual position. I am a simple chap really. I expect that when I want to ‘save’ something I should press a button called ‘save’ not something totally obscure and, having done so, I don’t expect the system to hide my work in the darkest catacombs of my hard drive in a place where even Norton Antivirus couldn’t find it. Why is it necessary to be a genius to do such a simple thing? And, for goodness sake, how do the really stupid people get on?

Rant over – happy reading.

Steve Jordan



● Ballard Removals’ fleet rolls through East Markham.

Village turns out for Richard’s birthday

Ballard Removals of Newark in Nottinghamshire turned out its whole vehicle fleet for a ceremonial drive-by on Monday 3 September, to recognise the 60th birthday of its founder Richard Ballard.

East Markham locals could have been forgiven for thinking that the whole village was moving home, when the main fleet of Ballard Removals vans turned out to mark this landmark occasion recently. The multi-vehicle drive-by of Ballard Removals’ vehicles, a franchise of national removals company Bishop’s Move, had heads turning as it passed the Queen’s Hotel on East Markham High Street and served as a timely reminder of how far the company has travelled since it was established in the North Nottinghamshire village in 1979.

After beginning his working life as a miner, Richard Ballard, along with his wife Janette, founded the East Midlands-based removals business 33 years ago with just one transit van. Over the past three decades the business has gone from strength to strength, with a fleet of 11 vehicles and 30 staff.

Today, Richard’s eldest son, Matthew, is Operations Manager for the firm and was driving the lead road train of the drive-by to celebrate his father’s special birthday. He commented: “Dad was born and bred in East Markham so to see his life’s work drive past him in the village where he has lived all his life was very special.”

Matthew also commented that it had been difficult getting all the vehicles in one place, especially on

a Monday. “Due to our seven-day trans European commitments it’s very rare that our fleet of vehicles are all at the base at the same time these days. But with a little careful planning the entire fleet was in attendance to help mark dad’s special birthday and it was an ideal opportunity for him to see the entire fleet roll past him.”

“Dad was born and bred in East Markham so to see his life’s work drive past him in the village where he has lived all his life was very special.”

Matthew Ballard

Joe Ballard, Richard’s youngest son who manages the warehouse and the fleet maintenance added, “The last few years of business have been very demanding, but despite a challenging environment we continue to successfully expand. Seeing all our vehicles drive down East Markham High Street made this achievement feel very real and it was a really proud moment, both for dad and for everyone involved in the day to day running of Ballards.”

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NEWS: UK

Doug makes the games

Doug Brown, Head of Client Management at Harrow Green, took time away from his day job to become a 'games maker' at the Paralympics. Doug was a member of the Mobility Team, up at dawn to get ready for the early shift, ensuring visitors with mobility difficulties were well looked after.

"It was an early start each day, but very rewarding," said Doug. "We were there to ensure anyone who needed help getting to the accessible seating areas across all the arenas got assistance. The atmosphere was just great, and I think everyone – athletes, their friends and families, spectators and the Mobility Team ourselves – all had a good time."

Doug added: "I'm grateful to Harrow Green for giving me the time off and lending their support to the Paralympics and the Mobility Team."

Expect Move gets in the swing

Expect Move took time out to practice their monkey impressions at the Go Ape adventure centre in Wendover Woods, Buckinghamshire. Peter Weltenious said that the company had had a hectic summer season and he thought it was about time everyone relaxed a bit.

"Our overall volumes were about the same as last year," said Peter. "August was very quiet owing to the Olympic Games but June and July made up for it. Conversion rates and margins were up too."

There are 28 Go Ape centres in the UK all offering great locations and an opportunity to play Tarzan with your mates.



● Richard Holman, Finance Director, poised for action.



● Happy families - moving companies are the easiest service provider to deal with during house moves.

Survey proves movers take the stress out of moving

A recent survey by Bishop's Move has shown that customers don't blame their moving companies for stress during the moving process; estate agents, lawyers and utility companies didn't, however, come out so well.

Moving home is notorious for being one of the most stressful life events that we can undertake, but a new survey of 1,000 home owners has revealed that choosing the right removals company can help to significantly reduce the burden.

The research, carried out by Bishop's, found that the removals company was the least challenging service provider to deal with during the moving process. Whilst historically removal companies may have been the first to be blamed when things went wrong and items turned up broken or didn't turn up at all, just 3% of respondents to this latest survey claimed that the removals company added to their stress.

When posed the question: "Which service provider do you find the most challenging to deal with?", the 1,000 respondents were then asked to select from a choice of solicitors, estate agents from the perspective of both the buyer and the seller, utility

The research, carried out by Bishop's, found that the removals company was the least challenging service provider to deal with during the moving process.

companies, removal companies and house builders.

Whilst the removal companies apparently caused the least hassle, with just 3% laying the blame for any stress at their door, solicitors and utility companies didn't fare so well, coming out at 30% and 18% respectively. The survey, conducted through market research company OnePoll, also found that estate agents, whether 'yours' or 'theirs', also proved a challenge who in turn notched up 13% and 16%.

PAY RISES AT 2.5% IN UK

According to *People Management* website, the median pay settlement across the UK is holding steady at 2.5%, according to the latest figures from Incomes Data Services (IDS).

Almost three-quarters of pay deals in the three months to August 2012 were in the 2% to 3.99% range, the statistics showed. The most commonly agreed increase remained stagnant at 3%, while the proportion of higher-end awards – at or above 4% – continued its fall since the beginning of this year.

IDS said that despite continued economic uncertainty, pay settlement levels had been relatively stable since the beginning of 2012 and that falling inflation meant the gap between pay awards and the rising cost of living was narrowing.

IDS data covers 450 pay settlements which have come into effect so far in 2012, covering nearly five million employees. The median settlement for the year overall was 2.75%. But deals received earlier in the year were higher on the whole, possibly due to the higher inflation in 2011, added IDS.

"Despite the return to recession, we've found that pay settlements in 2012 have held up at around the levels we forecast last year, between 2.5-3%," explained Alastair Hatchett, Head of Pay and HR Services at IDS. "Part of the reason for this is that we are operating in a 'two-speed' economy, in which some sectors are struggling but many others such as energy, pharmaceuticals and car manufacture are performing well and able to pay increases at a higher level."



Harrow Green moves music school

Harrow Green has been appointed by Chetham's School of Music in Manchester city centre, to relocate the furniture, storage and resource materials from the old school premises to the new £31m, seven-storey school building.



● Chetham's School of Music. Photograph: Daniel Hopkins.

This project is the latest in a number of school moves undertaken by Harrow Green in the north-west with a combined value in excess of £350,000.

The new facility, which features performance spaces, ensemble rooms, an outreach centre, 50 music teaching rooms, 62 practice rooms, a music technology centre and academic classrooms, is linked to the original Chetham's site by a footbridge.

Chetham's is the largest specialist music school in the UK and the only one based in the North of England. It shares its Manchester home with the Bridgewater Hall, Hallé and BBC Philharmonic orchestras and the Royal Northern College of Music.

Claire Moreland, Head of Chetham's School of Music, said: "Harrow Green provided a courteous and professional service from the outset. The consultation and planning process was most efficient, resulting in a trouble-free relocation. The Supervisor responsible for the actual move, together with his team, were smart, well-organised and

"Harrow Green has built considerable expertise in school moves and this is reflected in the number of projects to which we've been appointed."

Karl Crompton

proficient. We would like to thank Harrow Green for their service at such an exciting time for Chetham's School of Music."

Karl Crompton, Commercial Consultant, Harrow Green, said: "We are very pleased to have this opportunity to work with Chetham's School of Music and wish them every success in their new building. Harrow Green has built considerable expertise in school moves and this is reflected in the number of projects to which we've been appointed."



● Bishop's van becomes part of the 10k course.

Bishop's Move causes road block

Bishop's Move ensured that its largest vehicle proved an obstacle for competitors during the 2012 Road Block Run held in Holyrood Park, Scotland on Sunday 23 September.

The 10k charity fun run enables participants of all abilities to climb, slide and crawl their way around ten carefully planted obstacles all in the name of raising funds for Chest Heart & Stroke Scotland (CHSS).

The Bishop's Move vehicle was positioned so as runners approached, they were faced with the task of running up a side-ramp leading into the truck. They would then run through the truck and an 'inbuilt' obstacle course of cartons, before jumping out of the back door.

The theme of this year's Road Block Run was 'Life is full of obstacles – overcome yours' which applied to both the participants,

of which there were over 300, and those who the CHSS support on a daily basis.

Bishop's Move has been supporting CHSS for more than six months. Through a unique 'De-clutter Service', Bishop's Move removal men throughout Scotland provide home movers with CHSS Charity Donation Sacks prior to their move, should they wish to donate any unwanted items to the charity. On the day of the move the Bishop's Move vans collect and store the items, which can range from clothes to electrical equipment, that are then collected by CHSS representatives. Bishop's Move Edinburgh has so far received 5,000 bags for use on this project.

FORKLIFT SALES UP

BITA (British Industrial Truck Association) has reported a 10% increase in sales of fork lift trucks in the year to June 2012. For the first time in many years the sales of counterbalance trucks, those traditionally used in the moving industry, have outsold warehouse trucks.

FORK LIFT TRUCK ASSOCIATION MOVES TO NEWBURY

The Fork Lift Truck Association has moved to new offices in Newbury. The new address is: Fork Lift Truck Association, 34B Kingfisher Court, Hambridge Road, Newbury, Berkshire RG14 5SJ. E-mail: mail@fork-truck.org.uk Tel: 01635 277577 Fax: 01635 277579 Web: www.fork-truck.org.uk



COVER STORY: PPS MIDLANDS LIMITED

Crate expectations

It's not every day that a completely new supplier enters an industry of any kind. The moving business, possibly more than most, tends to be less than dynamic in this regard. However, that's exactly what PPS Midlands Ltd did recently. Steve Jordan dropped by the company's facility in Measham, Leicestershire, to take a look.

PPS Midlands is an established crate hire company, new to the office and commercial moving sector. Ten years ago owners David Pegg and Iain McArthur went into business supplying plastic crates to the UK's food processing industry. The company quickly gained a reputation for reliability and personal service in the cauldron that is the world of Just-in-Time deliveries for industrial clients.

Joanne Moss from the company first identified the opportunity for office and commercial moving. "I was working in the direct sales department handling enquiries," she said. "I noticed that we were getting an increasing number of enquiries from schools and colleges. We had a few unbranded, lidded crates in stock so we started hiring them out. It very quickly became apparent that there was a business opportunity for us so I asked David Pegg, our MD, if we could investigate a more strategic approach."

"I have always been open to new ideas," said David. "When Joanne suggested investing in the moving sector I was delighted to give it a try."



● Top: David Pegg and Joanne Moss with one of the new PPS lidded crates; above: the automatic washing unit at the PPS Midland site in Measham, Leicestershire.

David explained that he first looked for a small crate hire company to buy but that proved difficult. "There weren't many about and those that do exist were largely cross hiring from the bigger firms. We wanted to be totally independent." The company soon sourced a supply of crates, branded them in its trademark light blue and the business was off and running. In addition to the standard lidded crates PPS also provides computer crates, one-metre crates for larger items and filing systems, dollies, trucks and a range of materials.

PPS Midlands operates from two sites: Measham and Grimsby. Both sites have automatic washing lines and repair workshops. Transport is subcontracted and the company is confident of providing a first class service throughout the Midlands area. "We intent to expand to provide a nationwide service as soon as possible," explained David. "We are currently on the lookout for suitable premises, probably through third parties."

Although the commercial moving sector is new to PPS David is confident that his company's

experience in the food processing sector has prepared it well. "Our food processing customers are very demanding," he explained. "They carry the minimum of stock and we have to provide Just-in-Time deliveries to keep the business running. We've never let anyone down yet."

Joanne added that the company was a great place to work with everyone pulling in the same direction. "Everyone here is prepared to work to get the job done even when, just occasionally, customers make unreasonable demands on us," she said. "I think it's because everyone feels part of the team and their opinions are equally valued." Indeed, it was as a result of David valuing Joanne's opinion that the company decided to diversify.

The company will be supplying crates both direct to customers and through partnerships with moving companies. "We are very keen to build up relationships with movers," said David. "We feel that there is space for another major player in the market and that we are perfectly positioned to fill it."

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NEWS: UK

MOVING LIBERACE'S PIANO

It's not every day that a company gets the chance to move something truly extraordinary but when G&R Removals were asked to move one of Liberace's pianos, Lance Green, the company's Managing Director, knew he was onto something special.

Liberace was a famous American pianist and vocalist who entertained millions with his music and flamboyant style and, for 20 years in the 1950s, 60s and 70s was claimed to be the highest paid entertainer in the world.

The piano was collected from a private residence in Cheshire for transport to a London auction room for sale. In the catalogue it was listed as: 'Liberace' Piano: An upright grand piano in an ornate cream and gilt case, together with a matching duet stool and twenty-four Liberace LPs. The Liberace book, 'The True Story', by Bob Thomas, with a picture of the piano in his house is also included. Formerly the property of Liberace.

"From a moving point of view, the piano luckily can be dismantled," he said. "Even so it weighs like a grand piano and was quite a challenge to move."

Lance was convinced that the piano would be bought by someone in the US or China however it has remained in the UK. "Quite bizarrely it ended up less than ten miles from where we collected it from. It was bought by a Liberace fan in the Manchester area. He managed to secure the purchase ahead of the Chinese and French buyers who were very keen, but he was very determined! There's just no accounting for taste is there?"



● Liberace's upright grand piano.



● Anglo Pacific's warehouse team caught more than they bargained for.

Gone fishing

Summer is flat-out silly season for Anglo Pacific's warehouse team so, to reward their hard work and loyalty, the international removals company sent ten of them off for a day's fishing on the south coast – with hilarious consequences.

We actually overheard the warehouse team discussing an upcoming fishing trip and decided we'd pick up the bill to thank them for their efforts in this busy period," explained HR Director, Liz Caines. "I'm told that it was the quietest team-building event that they'd ever experienced with silent concentration on their own rods interspersed by the odd whoop of excitement when they landed a catch. Thankfully, the sea off the Brighton coastline was fairly flat and the team was able to enjoy a great day – with the drive home a particular highlight."

Warehouse Manager, Phil Morris was on the trip. "Having caught, and cooked up, 35 fish, we made our way back to London by car," he said. "Interestingly, the usually reliable satnav directed us straight to Brighton's legendary Pride Parade and we ended up driving at 2mph through the heart of it. I have never seen so many happy people, so scantily clad, without inhibition, doing and wearing stuff that would get you arrested in more conservative areas of the Pacific. Thankfully the police bent over backwards to help us, a bunch of stranded Fijian and Trinidadian warehouse workers, and we finally made it through the Parade safe and sound. A humorous way to end a fabulous day."

Special mention should be given

"Interestingly, the usually reliable satnav directed us straight to Brighton's legendary Pride Parade and we ended up driving at 2mph through the heart of it."

Phil Morris

to Phil Morris and his family. Fijian by birth, the Morris have been the stable core of the warehouse workforce with many years' loyal service to the company. Phil (Theophile) has been with the company for almost 14 years and Mo (Vakacegu), Phil's wife, the same. Jack, Phil's brother, joined Anglo Pacific 13 years ago and cousin Richard, 11 years ago. There are six Morris brothers in total and over the years Anglo Pacific has employed all of them at one time or another. Phil and Jack also have six children apiece and several of their offspring have been on the payroll. Phil said, "We work well together, we don't fall out often, but if we do, we get together at the weekend, roast a pig and have a few beers. All is soon forgotten."

New battery rental scheme for fork lifts

A new fork lift truck battery rental scheme has been introduced by Hoppecke Industrial Batteries.



The Hoppecke trak® rent scheme allows fork lift users to rent batteries to suit the needs and budgets of their business. Hoppecke says that by spreading their battery costs customers won't have to commit to long-term investment, which in some cases would make their cashflow easier to manage.

The new Hoppecke flexible battery charging scheme - called trak® flex - enables customers to pay for the energy they use and nothing more. David Millett, UK Sales and Operations Director of Hoppecke, said: "We are guaranteeing the provision of power for as long as the customer wants to operate the equipment. At the same time, having flexible billing will help users to manage their energy costs in line with their business turnover and profits."

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● Kevin Brown, with Aberdeen in the background.

Shore Porters invests £2m in new premises

Aberdeen-based removals and storage company Shore Porters has invested £2 million in the building of a new warehouse in the city's harbour area.

Work began recently on site with the demolition of the existing Cotton Street building, with the company expecting building work to be completed by February 2013. Banchory Contractors has been awarded the contract to carry out the project, which as well as the demolition, will involve removing asbestos, and constructing the new warehouse. The building, which is 2.5 times the size of the Shore Porters existing warehouse, will be used for commercial, domestic and archive storage.

Shore Porters has previously only acquired buildings in Aberdeen and this is the first time in its long history – the company was established in 1498 – that the firm has carried out a demolition and build of a brand new warehouse. This project follows the company's £500,000 investment in all new state-of-the-art vehicles at the start of the year.

Kevin Brown, a Partner at Shore Porters, is delighted that work on the site is progressing. He said: "I am thrilled to see the work on the Cotton Street site underway and

"Our existing warehouse space was beginning to look a little tired, and was no longer meeting our needs due to an increased demand for storage facilities in the harbour area."

Kevin Brown

am looking forward to seeing the result. Our existing warehouse space was beginning to look a little tired, and was no longer meeting our needs due to an increased demand for storage facilities in the harbour area. The new site will allow us to increase our capacity for commercial storage and will provide more options for people and businesses seeking storage in the area."



Spotted at the Romsey show

This vehicle was spotted at the Romsey show on 14 September. It's a three-ton horse-drawn Tunnel Van designed with the top behind the fascia boards slightly curved to permit travel on flat railway cars and also enable to it go through the standard type railway tunnels and bridges of the late 19th century.

The vehicle was built for White & Company in Portsmouth in 1889 and used in the Portsmouth area to transfer trunks and baggage from the Great Western Railway Station at Portsmouth to various locations in the Portsmouth and Chichester areas.

For long distance moves the tunnel van would be taken to the customer's home, drawn by a team of horses. After loading it would be loaded onto a flat railway cart. The staff and the tunnel van would then travel by rail to the nearest railway station at destination and locally hired Shire horses would take it to its final destination.

When the vehicle is full it holds 700ft³ of furniture and effects. The vehicle weighs three tons and has a five-ton payload. A team of two Shire horses could easily be pulling eight tons over cobbled streets.

This vehicle was retired from active service in 1920 and spent the next 45 years laid-up in the warehouse. It was reconditioned and lovingly restored in 1968 under the direction of Mr Dudley White, the grandson of the founder of White & Company. It has been displayed in both Jersey and Guernsey and various vintage shows throughout the South East of England. For the last 15 years it has been at an industrial museum in Basingstoke.

Whites' ledgers show that in 1910 the company moved a client, Mr Taylor, from Bournemouth to Portsmouth using three of these vehicles. The cost was £1-9s-3d; the driver was paid 6d for having to stay away from home overnight.

TheMover

The Mover wants your archive pictures and stories. Send your submissions to David Jordan, david@themover.co.uk.

NEWS: UK

Two new vehicles for Masons

Masons Moving Group of South Wales has taken delivery of two new trucks to operate on its European trade: one in its own livery and one sporting the Bishop's Move Group colours.



● Left to right: Gary Clark, Watts Truck & Van Salesman; Richard Mason, Masons Moving Group European Operations Manager; Gordon Mason, Masons Moving Group Managing Director; and Phil Butler, Lombard North Central Plc Senior Relationship Manager.

Masons has been an agent for Bishop's Move Group for 15 years prior to taking on a franchise arrangement twelve years ago. Gordon Mason, the company's Managing Director, commented: "The franchise is a bolt-on to our normal services and as Bishop's Move Cardiff it has given us access to corporate moving on a national and international basis. Our involvement with Bishop's Move Group increased our turnover by 35% last year, and we have got to the stage this year whereby we are again running weekly scheduled vehicles into North West and Central Europe, with dedicated trained staff."

The picture shows the two new DAF XF105.410s. The Bishop's Move European liveried road train will be dedicated to the movement of military personnel to and from all areas of North West Europe. The Masons Worldwide liveried vehicle will work on the company's French operation and the rest of Europe.

"The franchise is a bolt-on to our normal services and as Bishop's Move Cardiff it has given us access to corporate moving on a national and international basis."

Gordon Mason

The vehicles were provided by Watts Truck & Van at Cardiff and the vehicle bodies were supplied by Unique Van Bodies at Warrington.

"I would like to thank Gary Clark at Watts Truck & Van for the way in which the order was controlled from start to finish," said Gordon, "and Phil Butler for Lombard's Financial input without which the purchase would not have been possible."



● Anglo Pacific's Bianca Robinson (left) with some of the guests at the Dress for Success event.

Anglo Pacific helps others dress for success

Anglo Pacific has been working to help collect together donated clothing that will help disadvantaged women dress for success.

The clothing was for a Dress for Success event hosted by Ruby UK, the professional women's networking group, at Australia House in London and was attended by over 100 business women, all immaculately turned out themselves of course.

Included in the line up was Anglo Pacific's Australian-born Baggage Manager, Bianca Robinson. "Dress for Success helps women on low incomes get back to work by inviting them to the charity's north London office, arranging for a trained stylist to dress them in a smart professional

interview outfit and then giving some all-important interview training," she explained. "Looking fantastic and with confidence restored – these women have a far better chance of success."

Natalie McPherson, Chair of Ruby UK said that Anglo Pacific's help was invaluable in making the event a success. "The items they transported went from loving homes to ladies who truly need them and Bianca's team treated the goods with relevant care each step of the way. Nothing was too much trouble and you could sense a genuine interest at being able to contribute and participate."

Jack the Ripper worked for Pickfords

According to a report in *The Telegraph* published on 31 August, 2012, police now believe that the notorious 19th century murderer Jack the Ripper, might well have worked for Pickfords in Broad Street.

It appears that the first victim, Polly Nichols, was discovered by a Mr. Charles Cross, a cart man who was walking to work at Pickfords at 3.00 AM on 31 August, 1888. Cross was discovered crouching over the body but did not

come under particular investigation at the time. It is believed that he could have been the murderer disturbed in the act of mutilating the body.

Cross lived in Doveton Street in Bethnal Green and all the subsequent murders took place between there and the Pickfords depot. Cross also gave police a false name: his real name was Charles Latchmere. Latchmere/Cross lived until 1920; his wife survived him and died in 1940.



HSE fee for intervention now in place

The Health and Safety Executive's (HSE) new cost recovery scheme, Fee for Intervention (FFI), came into force on Monday, 1 October, 2012.

Under The Health and Safety (Fees) Regulations 2012, those who break health and safety laws are liable for recovery of HSE's related costs, including, inspection, investigation and taking enforcement action.

The many businesses that comply with their legal obligations will continue to pay nothing. Detailed guidance for businesses and organisations is available on HSE's website.

Geoffrey Podger, HSE's Chief Executive,

said: "The most basic safety mistakes in the workplace can devastate lives and result in real costs to industry. It is right that those who fail to meet their legal obligations should pay HSE's costs rather than the public purse having to do so."

Employers can find practical advice, tools and case studies for controlling common risks and ensuring compliance with health and safety law on HSE's website at www.hse.gov.uk.

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BUSINESS: EMPLOYEE BENEFITS

● It's still possible to attract the best workers - at little or no extra cost - with employee benefits packages.

Running an SME more effectively

With the general public still cautious of spending and as a result the house market continuing to move slowly, for smaller to medium sized businesses within the moving industry, streamlining measures are likely to remain necessary. By James Malia, Head of P&MM Employee Benefits.

However, with good staff at the heart of a business's success, it is still possible to attract the best workers - at little or no extra cost. Employee benefits packages that are offered by big businesses help to attract good employees and today it is no longer the case that the best benefits are reserved only for the domain of large companies.

Whilst many smaller employers believe they will incur significant costs if they offer employee benefits, the reality is that the more benefits an employer offers, the more savings the company can generate for its business and employees.

Moving forward

Today, attracting and retaining staff may not seem to be high on the agenda within the moving industry due to the economy and job market being static.

Yet as the market slowly improves and employment grows, businesses need to ready themselves for these changes. Research from The Chartered Institute of Personnel and Development (CIPD) predicts that more than a third of employees plan to leave their current employment when the job market lifts, creating

a bill of around £63 billion for employers to foot.

Consequently, to help retain good workers and be competitive in attracting new staff, employers should introduce a strong employee package well before the market turns upwards. Investment in staff is an investment in the business, since motivated and valued workers are more likely to be loyal and dedicated, with strong morale and reduced sickness and absenteeism.

Many employers are surprised to learn that delivering employee benefits costs them little or nothing to implement ...

Motivational benefits

With pay rises and bonuses increasingly rare, smaller sized enterprises often miss out on the best staff, either by not attracting them in the initial stages or by losing them to those businesses which do.

Companies can increase the value of the overall package offered to staff by including employee benefits to help retain existing staff and attract new talent. Businesses are able to effectively give staff a pay rise, yet one which is cost neutral to the

organisation and could even save it money thanks to the National Insurance (NI) savings.

As many smaller employers often overlook employee benefits due to perceptions of them being too expensive or not relevant to their staff, invaluable opportunities to help staff save money, and also generate employer savings may be missed. But that has changed recently.

The range of employee benefits available is now extensive and

offered. Many employers are surprised to learn that delivering employee benefits costs them little or nothing to implement, meaning the advantages are far reaching.

Counting the benefits

The recent emergence of low cost, off-the-shelf reward and benefit solutions designed to suit smaller organisations and emerging businesses mean that rather than trying to manage the different component benefits - which can prove surprisingly costly and time-consuming - a packaged employee benefits solution can ensure that benefits become accessible. New ranges such as Essentials now mean that smaller sized organisations have flexible access to different levels of employee benefits, in addition to the advantage of monthly payment plans and no long-term contracts or set-up fees.

A competitive employee benefit package has significant power not only to attract the best, but also to retain the best and therefore impact on a company's chance of survival.

therefore ideal for all, regardless of personal interests. Products and schemes available include corporate gym memberships, employee discount schemes, travel clubs, and even new salary sacrifice schemes that offer reduced priced smart phones or state-of-the-art laptops, all of which could make a noticeable difference to an employees' lifestyle.

Furthermore, companies can increase the savings generated for its business and its employees by boosting the number of benefits

● For further information please visit: www.pmmemployeebenefits.co.uk/theessentialsrange/.



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3 X Mercedes 1324s and 1218s

Double sleepers. Euro 4. Having 4 door grp dropwells fitted. All ramps and side tables. Side skirts & belly lockers.



2008 Renault 240

New 5 container body. Low mileage. Air con. All electrics. To be painted into your colours.



2009 Mercedes 816

High roof sleeper. New 2 door dropwell with all ramps and table.



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NEWS: INTERNATIONAL

SPANISH PARTNERSHIP FOR TROY CONTAINER LINE

Troy Container Line, one of the world's largest American-owned NVOCCs, has announced a new partnership with International Forwarding S.L. (IFS) of Spain. After establishing a direct service to Spain just seven years ago, Troy Container Line will now broaden its presence in this European market through its partnership with Spain's top consolidator.

The new partnership with IFS also allows for direct import services from Valencia and Barcelona into New York. Export and import services associated with Troy Container Line's partnership with IFS began in September 2012.

Three awards for Suddath

Suddath in Florida has recently been awarded three awards: the Expatriate Management & Mobility Award (EMMA); Brookfield Relocation's Empowered and Client-Centric award; and Logistics Management's Quest for Quality. These awards reflect a commitment to excellence in customer satisfaction and service performance in a highly competitive market.

Brad Estrin, Executive Vice President of Sales and Marketing for Suddath, suggests a simple formula for their continued success: "Our financial strength affords us the ability to reinvest in our people, our processes and our technology; this keeps our customers ahead in what can be a very complex and stressful environment."

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● *The Caretaker* - Jonathan Pryce as Davies and Tom Brooke as M.

Theatre Royal Bath chooses Anglo Pacific

Anglo Pacific has recently handled the movement of sets, costumes, props and technical equipment for the Theatre Royal Bath's tour of *The Caretaker* starring Hollywood legend Jonathan Pryce.

Eugene Hibbert, General Manager of Theatre Royal Bath, explained that for *The Caretaker* tour it was necessary to ship a 40ft container from the UK over to the Curran Theatre in San Francisco, onto New York's Brooklyn Academy of Music and then back to Bath. "If we don't deliver on time, apart from actors acting with no scenery, a disappointed paying audience of thousands and my P45 landing on my desk, there's also a large contractual penalty clause for Theatre Royal Bath Productions. Thankfully, we know we're in safe hands with Anglo Pacific and everything went very well, to schedule and to budget."

Eugene initially worked with Anglo Pacific back in 2003 when Theatre Royal Bath embarked on its first venture in overseas touring. "As you can appreciate, the first time you tour abroad the experience is filled with a lot of anxiety and unknowns, not to mention a lack of experience on my part," he explained. "The production in question was *As You Like It*, directed by Sir Peter Hall, so expectations were high from the producer, director and cast to get it exactly right. Several industry colleagues recommended Anglo

"...we know we're in safe hands with Anglo Pacific and everything went very well, to schedule and to budget."

Eugene Hibbert

Pacific and they delivered a fantastic, and very patient, service in setting up all the moves and paperwork. It was a good learning curve for me and I felt reassured with Anglo Pacific at my side. The relationship has continued in the same vein ever since."

Harold Pinter's *The Caretaker* is not the only production that Anglo Pacific has teamed up with Theatre Royal Bath on in 2012. Their portrayal of Shakespeare's *The Tempest*, starring Tim Pigott-Smith as Prospero, also required a 20ft container of props, puppets, costumes and musical instruments to be hired from across the Atlantic from The Old Globe Theatre in San Diego.

Mobeltransport Danmark signs UN Global Compact

By signing the United Nations Global Compact in July 2012 Mobeltransport Danmark has reaffirmed its long tradition of working with corporate responsibility. In the words of UN Secretary-General Ban Ki-moon: "The Global Compact asks companies to embrace universal principles and to partner with the United Nations. It has grown to become a critical platform for the UN to engage effectively with enlightened global business."

The company's CEO, Niels Bach, said that his company had now made a public commitment to the advancement of the Global Compact's ten universal principles in the areas of human rights, labour, the environment and anti-corruption. "For us, signing the Global Compact is not just a publicity stunt or about making us look better than we are. It is about dealing constructively and systematically with the environmental and social challenges in our daily business and then making real changes."

ISO 14001

In a related development, Mobeltransport Danmark also attained ISO 14001 environmental certification. "Environmental impact is an increasingly important issue across the globe," said Fie Hollis, responsible for business certifications at Mobeltransport Danmark. "Sorting and recycling packing debris is no longer enough as increasing pressure is coming from a number of sources - including local authorities, corporate clients, private customers, own employees and shareholders - to formalise and measure our environmental performance."

Gunnar Moeskjaer, the company's Director for International Services commented: "We are convinced that our progress in terms of corporate responsibility and environmental sustainability will contribute considerably to the long-term creation of value for all our stakeholders including customers and overseas partners."



● Niels Bach



● Martyn Dickinson, Sales Director for Active Supply and Design (left) presents the customer service award to Erling Nyberget of City Storage at the FEDESSA conference in Budapest.

First for customer service in Budapest

Active Supply & Design recently exhibited at the FEDESSA European self storage conference held at the impressive Corinthia Hotel in Budapest.

The conference and trade show were both heralded as a huge success and Active would like to take this opportunity to thank Rodney Walker and his team at the SSA UK for the organisation of this fabulous event. The quality of speakers at the conference was excellent and included a seminar on the implementation of VAT across the self storage industry in the UK.

The annual European self storage industry awards were presented after a gala dinner on the final evening with awards for various categories up for grabs. Active Supply & Design sponsored the customer service award which was jointly won by City Self Storage (Europe) and Attic Self Storage (UK), ironically both of whom are Active clients. Active's

Martyn Dickinson presented the European award to Erling Nyberget of City Self Storage whilst the UK award was delivered to Attic by SSA CEO Rodney Walker at a later date.

The numbers in attendance clearly demonstrate that the self storage industry is still a growing market across all of Europe as the sector goes from strength to strength even in the current climate. The conference provides an ideal platform for Active to meet with clients face to face and allows them to demonstrate their flair and expertise in the building of self storage facilities.

● Anyone wishing to discuss the expanding self storage industry in general or the VAT issue in particular should call Richard Allen on 01270 215200 or e-mail him on: richard@askactive.com.

Gliderol at SSA Conference

Gliderol Self Storage Solutions recently attended the UK Self Storage Association's (SSA) annual European Conference and Trade Show in Budapest.

With the current economic climate Gliderol were surprised and pleased to see so many attendees who were clearly focussed and organised with regard to what they wanted to achieve from the show - with interpreters, drawings, plans, layout, structure and business plans all complete in readiness for the SSA European event.

Visitors to the Gliderol stand included those with self storage facilities or those looking to expand or set up facilities in Russia, Italy, Germany, France, Ireland, Austria, Denmark, Poland, Sweden and Lithuania as well as the UK.

Gliderol Self Storage Solutions Managing Director Peter O'Loughlin said: "It was the best show ever for Gliderol with the stand busy at all times. This year we invested in the show by designing and building an exhibition stand which showcased banners giving the optical illusion of a self storage hallway. White gloss hallway partitioning contained corrugated swing doors with our newly enhanced security system to help prevent break and entry. Flush and corrugated locker doors and a roll up

corrugated self storage door completed the look which allowed visitors to really inspect the products and components that we manufacture at our plant in Peterlee, UK."

During the exhibition Gliderol ran a competition with prizes of an Apple TV and Apple Shuffle. First prizes went to Gerard Hosty from Barons Self Storage in Ireland with Marzenna Tusza from City Self Storage in Poland as runner up. Gliderol also sponsored an evening out in Budapest at the Gerbeaud House Pub offering traditional Hungarian food and a great atmosphere.

The company said that the current trend for customers to convert existing space into new self storage facilities was clearly evident at the show. Although the growth in self storage has slowed it is still growing. The public in Europe are starting to understand how to use self storage especially as many are now buying or renting smaller homes and need to store their valuable items.

● For more information go to: www.selfstorageinfo@gliderol.co.uk.

● Gliderol's stand created the optical illusion of a self storage hallway.



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TRANSPORT: SHORT-TERM VEHICLE HIRE

Brother, can you spare a van?

Following up from the May edition of *The Mover*, which looked at Anthony Ward Thomas' take over of Aussie Man and Van and its use of short-term hire vehicles, we're taking a closer look at the use of short-term leases in the removals industry. While not uncommon for companies to use contract-hire vehicles and for smaller relocation firms to hire in vehicles when and where they are needed, we decided to look into whether the hiring of vans on a longer-term basis is really worth it.

Andrew Lucas from Anthony Ward Thomas confirmed that back in February this year he had contacted Northgate vehicle hire to rent ten vans after the purchase of the Aussie Man & Van company. "This was to replace some old Aussie vans that were in such a poor state that they were written off and to cover the period before the ten new vans that we purchased were delivered," he explained. Although the new vans have now arrived Andrew had kept four of the Northgate vans on the fleet awaiting the delivery of a further ten vans to complete the fleet.

He said that for his company the low cost and flexibility of the hire fleet were the key advantages. "We negotiated an extremely competitive weekly rate with Northgate," Andrew explained, "and we can hire or de-hire vans and have them delivered or picked up within 24 hours." The disadvantages, however, were important too. The company missed

"If a customer sees you turning up in a white van that's not your own, they may begin to ask questions about the company..."

Gareth Hobbs

the lack of corporate branding on the road and installing and de-installing tracking units when vehicles are hired and de-hired is inconvenient. "We also need to repair any small damages before a vehicle can be returned."

Dan Kiel at ATK Specialist Removals and Storage, who deal in antiques and fine art, said that the use of short-term hire vehicles was 'a necessary evil' and that in an ideal world it would be great to expand the fleet, however at the moment it isn't really an option. Dan said that the use of the vans was more common in the past, but with the company going from strength to strength the need to use hire vehicles had declined

and become more job specific. Dan also mentioned the quality of vans that a hire company provides, many of which seemed in poor repair and didn't come up to ATK's usual standards. He talked about how the use of such vehicles was potentially damaging to the brand due to the lack of advertising and the seeming promotion of self-hire companies.

Carl Lewis who is Project Manager at Xpress Relocations said that his company uses short-term leases on a regular basis, hiring-in Boxers and Sprinters when the job requires it. With the business focussing primarily on corporate relocation, the need for smaller vehicles in the movement of offices to complement

its fleet is high, especially when operating in busy areas that might not be accessible to larger vehicles. It rents vans from Limesquare in Milton Keynes, an expanding corporate hire company, and has had no complaints in its dealings while renting. This said, however, the availability of specific vehicles for certain jobs was not always as convenient as owning its own vans. Limesquare said that one of the main benefits of hiring is the predictability of the costs. Hire charges include all the day to day running costs except fuel and oil so there are no nasty surprises.

Gareth Hobbs at Vale Removals told *The Mover*, that from his experience it was more effort than it was worth to use short-term lease hire vehicles. Vale had previously used a short-term lease as a temporary measure after one of its vans broke down. The inconvenience of transferring kit from van-to-van and additional time consumed through acquiring proper insurance made the process

Vehicles can be hired for specific time periods and returned at a moment's notice if trading conditions change."

Jonathan Pearce

less than dream-like. A priority among his concerns was the unprofessional image that using hired vans gave out to customers. "If a customer sees you turning up in a white van that's not your own, they may begin to ask questions about the company," said Gareth. For many removals companies, the lack of advertising on the side of these vehicles is also a turn off for using short-term hire and, echoing Dan Kiel, potentially damaging to the brand. Gareth did suggest that short-term hire might be an option for smaller removals companies, especially as a temporary measure to build up capital to buy their own vehicles as they grow.

Britannia Lanes in the Southwest, has taken a different route. Instead of hiring vehicles from a rental company, it has its own fleet of around 30 private hire vehicles that they rent out to the public. This means that, unlike other companies, they have a much wider pool of vehicles to choose from when undertaking specific jobs. Rob Lane of Britannia Lanes said, "Many smaller companies may like to use hire vans, especially when they're setting up, but obviously, they don't want to come to us." He also went on to mention that with the rise of easily accessible and reasonably priced hire vehicles, the demand for 'man with a van' services had fallen.

Jonathan Pearce is Marketing Manager for Northgate Vehicle Hire. His company hires vehicles up to 7.5 tonnes, many of which are used in the moving industry. In a recent interview for *The Mover* he confirmed that an increasing number of companies are choosing vehicle hire as a way of dealing with the vagaries of the current trading climate. "Vehicle hiring is a recession friendly way of handling your fleet," he said. "Vehicles can be hired for specific time periods and returned at a moment's notice if trading conditions change."

He also explained that vehicles can be provided in the hirer's own livery if required. Clearly this only applies

if the vehicle is on a long-term hire but it does get over the problem many moving companies have regarding protecting their image and marketing their brand.

Another alternative some companies are choosing, according to Jonathan, is to sell their entire fleets to the rental company and buy them back. "It allows you to release capital tied up in your owned vehicles which can then be more productively invested in other areas of your business. With funding an issue for many companies, this is an excellent opportunity to finance other areas of your business as well as obtaining the latest fuel efficient vehicles, saving you even more money." Northgate change many of their standard vehicles before they are three years old, therefore, providing customers reliable and fuel efficient vehicles.

Neither Northgate or any other van hire company was prepared to tell at what point the cost of long term hiring overtakes the cost of buying. However, for the hire company to make a profit it is clear that the break point must be reached at some point. They know their figures, of course, and long term, with a large fleet, they can make their required margin. However, for any individual company, in the short-medium term or with a limited number of vehicles, it is conceivable that hire would be more economic.

It seems as though the use of short-term van hire is fairly common within the industry, especially for smaller firms and when a job requires specific vehicles or presents an access problem to larger trucks. The use of these vehicles can provide a temporary help to companies that find themselves with too much of a workload and not enough fleet or in situations where their current vehicles are inappropriate for the work. They do, however, have a downside in that removals firms are dependent upon the availability of the short-term vans and the cost of using hired vans for certain jobs. The quality of the vehicles is also a concern for some parts of the industry, the road wear and condition of hired vehicles may be poor and, as such, the image of the business may be damaged. For other firms, the lack of advertising on the vans (and in many cases, the advertising for other companies) affects how the brand is perceived by the wider public – an issue that must surely give many marketing departments sleepless nights. As Dan Kiel of ATK said, "they are a necessary evil."

North Cyprus by road

Dolphin International based in Enfield, North London runs a regular service to Cyprus.



● Two 7.5 tonne trucks help serve the North Cyprus run.

But unlike other operators that might use a transhipped container service by sea, Dolphin chooses the speedy overland route. Adnan Shaikh, the company's Sales & Marketing Director, explained how it works.

Dolphin International was started in 1991 by Hakan Bayram. Hakan was born in Britain to Turkish Cypriot parents, and he used his family connections to provide a freight forwarding service to Turkey and North Cyprus.

"In those days the company was mainly involved in the forwarding of textiles," explained Adnan. Hakan lived in North London in an area known for its involvement in 'the rag trade'. "But it soon progressed into forwarding other commodities including household goods."

In the early days the company used airfreight for urgent items and a traditional ocean freight service where time allowed. It still does airfreight of course however it became clear that, by using road transport it could maintain better control and provide a faster transit time. It also allowed greater flexibility to pick up and drop off on the way.

Today Dolphin has its own freehold two acre warehouse and office complex based in Enfield, North London with a fleet of thirteen 100m³ Mega trailers, six multi car transporters, two 7.5 ton trucks and four vans serving the 7,000-mile round trip to North Cyprus. All vehicles transit through Austria, Hungary, Romania, Bulgaria and Turkey dropping

off household goods to its trade partners who provide hub services for their country to ensure the best combination of local destination services.

The average transit time by road from the UK to Cyprus is eight days.

On return vehicles collect household goods from mainly Turkey but also Bulgaria, Romania, Hungary, Austria and deliver to mainland Europe including the UK.

Six years ago the company opened its own office in Northern Cyprus to handle local customs clearance and perform delivery in accordance to industry standards. "It's very important to have our own people there," said Adnan. "They know the local regulations and processes very well and have a good understanding of customs regulations."

There is also a tremendous demand for used cars in Northern Cyprus. As well as the furniture vehicle fleet Dolphin also has a fleet of six car transporters operating via Trieste, Italy. "The capacity the country has for used vehicles is amazing," said Adnan. "On the way back we pick up single or multiple vehicles for return to the UK from any European country."

Today each vehicle carries about 35% trade groupage with the remainder coming from Dolphin's own customers. Around 30% goes to Cyprus, a similar amount to Turkey, and the remainder is dropped off along the way.

● For more information contact adnan@dolphinmovers.com.

NEWS: ON THE ROAD

THIRD GENERATION TACHOGRAPHS

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

Second generation tachographs were implemented from 1 October, 2011.

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

There is no requirement to retrospectively apply this Regulation, so vehicles already fitted with 1st or 2nd generation tachographs may continue to use these in future.



● The Pimm & Son steam lorry at the Bedfordshire County Show.

Do you remember Pimm & Son of Guildford?

This lovely old steam lorry - spotted at the Bedfordshire County Show - dates back to the 1920s and according to the livery was operated by removal contractors Pimm & Son of Guildford. As far as we know Pimm & Son are no longer in business, but we would like to hear from anyone who remembers the company or perhaps, worked there. It's interesting to see that they offered free estimates - nothing changes it seems.



● Figures show increasing numbers of drivers are now undertaking training.

DCPC-Day countdown

With the deadline for completion of Driver CPC (DCPC) training now less than two years away, the Freight Transport Association (FTA) says that promising progress is being reported by the Driving Standards Agency (DSA).

But leaving DCPC training to the last minute seems to be the biggest risk as businesses defer any spending as long as possible in the face of the continuing recession.

DSA figures show there is a growing number of active drivers undertaking DCPC training, but the same figures also suggest there is a long way to go to ensure that every licensed driver will be in possession of a current Driver Qualification Card in time for the 10 September, 2014, deadline.

According to statistics obtained by FTA, at the end of July there were 2,980 approved courses and 1,195 approved centres, delivering training for those 528,000 drivers who have made a start, but reports show that to date there still remains a shortfall of 1.3 million days plus an unknown number of drivers who have not yet started the training at all, so it seems that some freight operators still have a lot of work to do.

James Firth, FTA's Head of Road Freight and Enforcement Policy, who is responsible for working with DSA on this issue said: "The message to operators is that if they have not yet started to get their drivers trained, they can still do so in time - but they

"The message to operators is that if they have not yet started to get their drivers trained, they can still do so in time - but they need to start now."

James Firth

need to start now. The worst outcome would be a rush for training in the spring and summer of 2014 as reluctant operators panic ahead of the deadline. Spaces on training courses will be at a premium, with some providers already saying they have every weekend until the deadline fully booked."

Traffic Commissioners have assured the industry that they will take action against drivers found driving without a complete DCPC after the deadline and also against operators who allow drivers to drive without a complete DCPC.

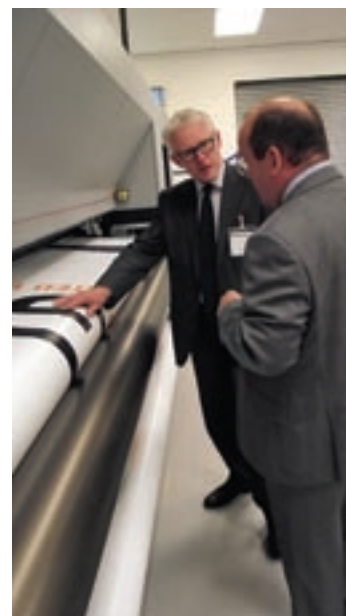
NEW PRINTING FOR CURTAIN-SIDE VEHICLES

An innovative new printing facility installed by Structure-flex Limited has been unveiled by North Norfolk MP and Business Minister Norman Lamb in an official ceremony at the company's headquarters in North Norfolk. The new Durst Rho 320 HS large-format digital printer will be able to print large scale graphics particularly for curtain-side vehicles.

Uniformly distributing six colour inks to produce exceptional image quality at 600dpi, the printer is capable of reproducing complicated liveries and complex patterns on any colour fabric including the traditional white.

Commenting after the event, Norman Lamb said: "Every single day on our roads we see haulage vehicles adorned with some wonderful graphics and give little thought to the advanced manufacturing processes and skills needed to create such masterpieces. In these hard economic times, it is increasingly important for businesses to take every opportunity to advertise their products and services and modern printing facilities, like these at Structure-flex, are helping designers and marketers become more innovative."

● For more information visit www.sfx-trailer-advertising.co.uk.



● Structure-flex's new equipment - Norman Lamb MP (left) with Ian Doughty of Structure-flex.



● The first Volvo FH sold at auction.

The first new Volvo FH sold at a record price on eBay

Going once, going twice – sold! The eBay charity auction for the first new Volvo FH to roll off the production line was a true success.

The winning bid of euro 150,000 greatly exceeds the market price. The auction website attracted almost 165,000 visitors. All told, 35 bidders from all over Europe placed more than 95 bids for the first new Volvo FH during the ten-day eBay auction. It was clear from the outset that the winning bid would be high, since the market price was passed after just one day. "We are incredibly proud that so many people were willing to pay so much money for the first new Volvo FH. This says a lot, not only about the truck's worth as a one-off collector's item but also about its appeal as a whole," said Claes Nilsson, President of Volvo Trucks.

The winning bid was placed by Jean-Pierre Ducournau, founder of

This says a lot, not only about the truck's worth as a one-off collector's item but also about its appeal as a whole ..."

Claes Nilsson

Ducournau Transports in France, with a fleet of more than 300 Volvo trucks. All the proceeds from the auction will be donated to Star for Life, a unique educational programme that aims to stop the spread of HIV among young people in Southern Africa.

Steam wagon caught on camera

Memories of yesteryear were brought firmly into the 21st century when one of the oldest fully working steam wagons took to the road with Bishop's Move this summer.



● One of the winning entries: Bishop's Move Foden HH Steam Wagon Heads West, by Kevin Lean.

The company covered more than 750 miles in the historic Foden HH Steam Wagon and encouraged those who it met on its travels to enter a 'Spot the Steamer' photo competition on Bishop's Move's official Facebook page and 'tweets' on Twitter.

Liveried in the Bishop's Move colours of its time, the 1929 steam wagon made its merry way around much of southern England, with pit-stops along the way at several major steam shows, turning heads and getting cameras flashing wherever it went.

The Foden HH Steam Wagon is one of only three in existence and runs on coal and water, with an average speed of around 18 miles per hour. Restored in 1994, the wagon has an early lift-van dating back to 1901 fitted as a body, which would have been used in the early

days of Bishop's Move to ship clients' belongings over long distances.

By the end of its journey this summer, the steam wagon, which is owned and driven by Gareth Jones and fired by his son, Ian, had prompted dozens of photos to be entered into the Bishop's Move Facebook competition. The five best photos were chosen and the lucky winners each received a limited edition Corgi Vintage Glory of the Steam Foden with a Liftvan, as a wonderful keepsake of the memorable tour.

Neil Bishop, Business Development Director at Bishop's Move, said: "The Foden certainly offered a novel way to recognise just how far the company has come since those early days of its foundation, and also to reflect on how important our history is to us."

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TRANSPORT: BODY BUILDING

Body builders still in shape

Like most businesses during the last few years, companies building vans for the removals industry have had their fair share of challenges. Falling sales during the recession have forced body builders to look carefully at their businesses and how best to respond to changing market conditions. *The Mover* asked some of the UK's major players how they were faring and if any new trends had emerged as a result of Europe's fragile economy.

Despite having been through a difficult trading period all the companies we spoke to said that business was generally pretty good and although things hadn't yet returned to pre-2008 levels, they were steadily improving.

Derek Avis from Norfolk-based body builder Vancraft said his company had been very badly hit at the beginning of the recession, resulting in several redundancies. "We had to reduce our staffing levels in line with the falling demand for our services, but since then business has improved every year." However, now that orders were returning they were more efficient than ever and looking forward to a successful future. Derek has noted a growing trend towards larger vehicles, particularly 'road trains' mainly for European work. Body streamlining is also becoming popular as operators strive to save fuel.

Terry Sinnott from Unique Van Bodies (UVB) echoed Vancraft's comments about streamlining. "We were one of the first companies to build a boat-tail-style removals van and several of our customers have taken delivery recently," said Terry. "The roof of the van is shaped like a banana and the rear 6-7ft tapers inwards to reduce drag. Although there are no scientific figures to show how much fuel is saved it's estimated to be around 10%. We'll know more when our customers compare their fuel costs with previous years." The most common chassis choices for UVB's customers are DAF, Mercedes, and Scania although in recent years MAN vehicles have become more popular, probably due to their engine technology and keen pricing.

UVB is currently in the process of applying for Whole Vehicle Type Approval (WVTA) although an official date for compulsory compliance has not yet been firmly set. However, some time in 2014 is the latest best guess in this long-running saga. Whenever it's introduced, Terry is

confident UVB will be ready and the company is working closely with the Vehicle Builders and Repairers Association (VBRA) to make sure its systems and vehicle specifications are ready for inspection by the Vehicle Certification Agency by spring next year.

Mac's Truck Sales Ltd reports an increasing demand for five-container vehicles with sleeping accommodation for 2-3 people. Martin McDade-Smith said: "People are deciding to upgrade their vehicles after quite a long period without change. Part of the reason is the changes in the emission regulations but also they're looking to increase the capacity they can carry. In the removals business weight is seldom a problem, it's space people need." All Macs' trucks are fitted with wind deflectors to reduce drag and the company is looking at introducing 'tear-drop' designs on some of its smaller vehicles where height restrictions are not a problem. Martin said that Macs' hadn't been too badly affected by the recession. "We build vans mainly for stock so customers can come and look them over before they buy. So long as they keep coming the body shop stays in business," said Martin.

Fame Commercials Colchester Ltd specialises in the smaller 3.5 tonne van market and has seen a marked trend

"We build five metre box bodies onto twin-axle chassis which are only about a foot off the ground and very easy to load."

Trevor Carroll

towards used vehicles. General Manager Trevor Carroll said: "Not everyone has thirty or forty thousand pounds to spend on a new van and by building a new body onto a two or three year old chassis we can save them about £10,000. We only



● Martin McDade-Smith; right: the paint shop in action at Mac's Trucks, and a selection of stock vehicles.

"We build vans mainly for stock so customers can come and look them over before they buy. So long as they keep coming the body shop stays in business."

Martin McDade-Smith

use low mileage vehicles – usually under 30,000 – so there is many years of useful life left in them. We build five metre box bodies onto twin-axle chassis which are only about a foot off the ground and very easy to load."

For its new builds Fame uses Citroen, Fiat and Peugeot chassis and is currently developing a single axle 4.6-metre, 25-cube van with sleeping accommodation for two people. The van is aimed at companies operating on longer routes, especially in Europe, and is expected to be available next year.

Devon-based Trucksmith is a UK agent for Hino trucks and also a body building partner for Renault and Vauxhall vans. The company specialises in building vans in the 3.5 – 7.5-tonne range and has a reputation for exceptional payload. "With our 3.5 tonne vans we expect to get a payload of between 1.5 and 2 tonnes," said Trucksmith's Emma Trebble, "with a fuel consumption of around 30mpg fully laden. Emma went on to explain that this type of vehicle is popular as they do not require a tachograph and driver's hours are not restricted. Trucksmith's larger Hino trucks are available in 7.5, 18 and 32 tonne options and again offer exceptional payload and fuel economy – an important factor with diesel prices at an all time high.



despite the recession



● GB Liners' UVB-built boat-tail van.



● Vancraft's factory floor and, below right, work progressing on a chassis.

"We were one of the first companies to build a boat-tail-style removals van and several of our customers have taken delivery recently..."

Terry Sinnott



● Fame Commercials specialises in the 3.5 tonne market.

"We had to reduce our staffing levels in line with the falling demand for our services, but since then business has improved every year."

Derek Avis



● Payload is the key factor for Devon-based Trucksmith.



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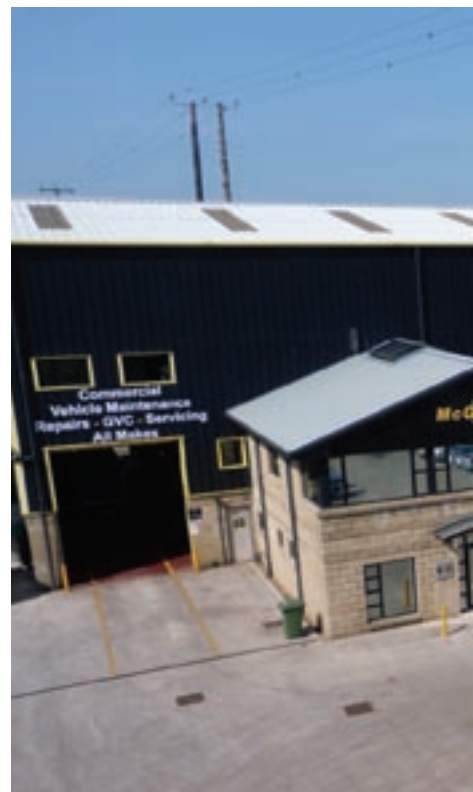
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FEATURE: NORTHERN IRELAND



Riding the Tiger

How the demise of the Celtic Tiger might have been the saviour of the Northern Irish moving industry.

Campbell McGimpsey is the Managing Director of McGimpsey Bros. in Bangor, County Down, in Northern Ireland. He said that the recession has been very tough for his company but, to some extent, it has benefitted from the end of the Celtic Tiger era.

McGimpsey Bros. is a long established company that operates a full removals service: local within Ireland, the UK and Europe, deep sea, art and antiques, private and corporate. Whereas some smaller, newer companies might have feared for their survival during the recession, for the more established players it's been

more a case of hunkering down, rigging for heavy weather, cutting costs as much as is practical and riding out the storm until business improves.

This was the approach McGimpsey Bros. took and it has served it well. It's now a little leaner than a few years ago but has managed to retain many of its skilled people. "The first quarter of this year was one of the worst we have had," explained Campbell, "but since April things have really picked up. We are now much further ahead than we expected even taking into account the natural summer boost."

During the really difficult times the business was supported to some degree



"The first quarter of this year was one of the worst we have had, but since April things have really picked up."
Campbell McGimpsey

Just so you know

Northern Ireland is part of the United Kingdom of Great Britain and Northern Ireland. Great Britain is the biggest of the British Isles which also includes Ireland, the Isle of Man and around 6,000 smaller islands, some not much bigger than decent-sized rocks. Scotland and Wales are each part of Great Britain.

Now, that's cleared that up.



Dublin, he could earn up to £1,000/week."

But it couldn't, and didn't last. When the crash came it hit Ireland very hard. "Last year we did a two-day exhibition in Dublin organised by Australian companies who were looking for staff: there were 600 people there all paying the 10 euro entrance fee. This year, at the same event, there were around 15,000 people. They had to close the doors. It just showed the reality of the massive volume of people who just want out."

Up to 75,000 Irish citizens are predicted to emigrate from Ireland in 2012 with many choosing to look towards other European countries, Australia and the



● Left: the McGimpsey brothers; above and right: the self storage facility and below, reception area.

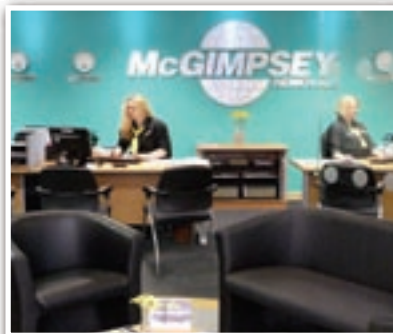
Middle East for work. "I recently read that over 1,000 people a week are leaving the South of Ireland," said Campbell. "Sadly, the country just seems to be dying on its feet."

Having said that, the North recognises that the low corporation tax rates in the South has created less than a level playing field and there is a strong body of opinion that the corporation tax rates in the North should be lowered too. "If we really want companies to come into Northern Ireland and set up their businesses we will have to lower the rates to draw these companies in. If not, any company in its right mind will go to the South. A recent government report estimated that a reduction in the corporation tax rate in Northern Ireland would result in the creation of approximately 58,000 new jobs. I think the problem is highlighted here because we have a border with another European country. But I think there is a good argument for the UK too to have reduced rates to stimulate economic activity."

McGimpsey on BAR

For many years the Northern Ireland Area of BAR was not functioning to its full potential. However, a few years ago BAR headquarters held a very successful meeting in Northern Ireland which seems to have had the desired effect of stimulating some activity. "Since then we have been running regular Area meetings and also making sure we have someone attend all the National Council meetings," said Campbell.

Campbell is also a supporter of improved



standards within the Association and feels that the majority of members will support paying increased fees - as long as BAR continues to widen the gap and standards between BAR companies and non-BAR companies. "As an Area we are generally in agreement, because it's going to bring the Association more up market - something of real quality, something we can really sell and something which is a strong brand and easily recognisable to the members of the public. We have got to absorb that. Something similar happened when FIDI brought in FAIM but we still ended up with something of quality. People won't want it while the recession is still on but it has to be the way the BAR moves forward. There will be increased costs but I think it will be a positive move."

Northern Ireland has suffered in the recession in the same way as the UK. But, ironically, it might just be the demise of the Irish prosperity that has kept the industry buoyant during the darkest days of the downturn. It appears now that the sun is just beginning to rise again.

Stena Line

The one and only from Liverpool to Belfast.

Movers wishing to make the sea crossing between Liverpool/Heysham/Birkenhead and Belfast have little choice of carrier. Stena is the only shipping line providing a suitable service. There is one other line - Seatruck - that runs into Warrenpoint (40 mins or so from Belfast) but its service is purely for unaccompanied freight, so unless companies can arrange for a driver available to collect the vehicle at destination, it's not much use to movers. Each vessel does have space for up to 12 drivers but there is no room for crew; not much use for a mover.

The Mover contacted Stena to ask for its comments about the lack of competition on the 'diagonal' route. Strictly speaking the company does not have a monopoly as there are plenty of services out of Dublin across the Irish Sea. The competitive situation on the route was the subject of a Competition Committee inquiry which reported in June 2011 that Stena would continue to face 'substantial competition' because Seatruck was then running a service into Belfast. Kevin Gilland, Commercial Manager for Seatruck confirmed to The Mover that the company no longer operates into

Belfast. Stena, therefore, is the only practical option for this route.

Fiona Brown from Stena's PR agency Duffy Rafferty Communications maintained, however, that Stena Line has a number of competitors on the Irish Sea and continues to work hard to maintain a competitive position in the marketplace. Asked how much the rates had increased in the last 12 months she said: "We are unable to comment since the route was owned and operated by another company (DFDS/Norfolkline) and we do not have access to that information." Asked to give sample prices for the route she added: "We do not advertise prices but would negotiate with our customers individually. Prices are consistent across customers of a similar size. We are not aware of any pricing issues or concerns of this nature from removal firms."

Movers in Northern Ireland report that the rates went up by around 10% in December 2011, that bunker surcharges had remained in place, that Stena had not proved to be open to negotiation and there were some difficulties in getting space because the route was so popular.



FEATURE: NORTHERN IRELAND

An unorthodox approach

An interview with Dominic Murray of Coastways in Belfast.



The last time I interviewed Dominic Murray from Coastways in Belfast was in the spring of 2009 when his company first joined BAR. Today, and despite the difficult trading conditions, his company is thriving – but not necessarily in a traditional way.

Some years ago Dominic decided not to compete for the traditional Northern Ireland – UK traffic. Since Stena Line took a monopoly on that route the rates increased to make the journey impractical for normal competition. Instead he has stepped down from journeying across what must be one of the world's most expensive waterways, preferring to stick more closely to home and leave the channel to others.

"We decided to restrict ourselves right down to Northern Ireland only," he said. "Sometimes a run down to Cork or Galloway might be worthwhile but I prefer to let a company from the South do it as a back load."

Coastways has instead found itself a niche. It has two major household removal

"We offer a set price for moving two, three and four bedroom homes, with a menu of options."

Dominic Murray

contracts: one for the Northern Ireland Court Service; and one for the Northern Ireland Housing Sector. Over the years these have proved successful for Coastways but only because the company has taken an unusual approach to doing the work.

"We use a bedroom rate," said Dominic. "We offer a set price for moving two, three and four bedroom homes, with a menu of options. Sometimes we will win, sometimes we lose. The crew can be working in a one bedroom flat for the whole day or be out in an hour." The benefit for the clients is, of course, that they know exactly what each job is going to cost. "It's been a big feature for them as it helps them to control their budget. There will always be a day when you get caught with a job that you'll never make money on. But overall I think we do better."

The additional menu includes rates for disconnecting white goods, long carry, high rise buildings, unsocial hours, even rates for intimidation or cases involving domestic violence. "We have a rate sheet that is one side of an A4 page that will cover everything that we do."

In a way it's exploiting the tick box culture that many large businesses and most public sector organisations follow. And with 65% of the Northern Ireland economy being within the public sector, it seems to have caught on. "We use the MoveMan software with all the rates built in. We just click on the box and it's never wrong, there's never a dispute. It saves us time and money because our invoices are always right."

Having proved that the system works it is Dominic's aim to make more of this type of contract and, as a result, build up his rapidly growing storage business. His new storage facility in Belfast already has 1,500 storage containers and he's planning on expanding it to around 2,200 next year. "I would also like to offer storage facilities to other local moving companies," said Dominic. "If they don't have space themselves they can use our facilities and continue to accept storage work."

That sort of cooperation between companies is not unusual in Northern Ireland. Yes everyone competes but to make the best use of resources everyone knows that cooperation is the best way. "We are always talking to each other about part loads. There's no point in two companies running half empty."

Perhaps as an illustration of that, Dominic has been the Area Secretary for BAR in Northern Ireland for the last three years. "I'm the Area secretary because I feel that I can help some of my competitors and I am not afraid to do that. We have a good knowledge of what we do that we can share without competing."

Although Coastways has taken a somewhat unorthodox approach to developing its business, there is one fact that clearly demonstrates the wisdom of the approach. "The order books are full," said Dominic. Well, who would argue with that?

Important changes to the A5 will improve road safety, says FTA

A £330 million project to dual two stretches of the A5 Western Transport Corridor in Northern Ireland has been given the go ahead. The green light was recently announced by Regional Development Minister Danny Kennedy.

The two areas affected are between New Buildings Londonderry, to north of Strabane and from south of Omagh to Ballygawley to Aughnacloy. The improvements will also help boost industry and commerce, as the road is

vital to the Northern Ireland economy.

Tom Wilson, FTA's General Manager – Ireland said; "With so many junctions and side road accesses onto the existing A5 there has always been the potential for collisions along this route. The dual-carriageway upgrade will help to reduce the number of collisions by providing improved cross sections, forward visibility and alignment as well as reducing long tailbacks of cars following behind slower moving vehicles."

Wilson continued: "It's surprising just how many motorists don't realise that HGVs are legally restricted to a maximum of 40mph along the existing A5 single carriageway – and consequently car drivers often take enormous risks in trying to overtake slower moving goods vehicles and tractors. This work will finally make the A5 a much safer road for all freight transport and other road users as well as having economic and construction industry benefits."



Relocation in Northern Ireland

Moving is one thing, but relocation services in Northern Ireland is a different matter completely. Here, Steve Jordan talks to Michele Preshaw, Director of Irish Relocation Services in Belfast.

In the three and a half years since Irish Relocation Services (Irish Relo) opened in Belfast, the business has enjoyed good growth in what is becoming an increasingly buoyant market. But even when things are going well, it's an industry that requires its players to keep their eyes firmly on the ball to ensure success.

The company started off in Dublin to provide corporations with comprehensive relocation services and to offer destination services in Ireland to overseas agents and the large relocation management companies.

In 2009 the company expanded into Northern Ireland and owner Patrick Oman chose Michele to head up the operation. Michele has many years experience in the industry and had worked with Patrick before. But still, starting a new operation was a challenge particularly as the concept of a moving company, that also provides relocation services, was largely untried in Northern Ireland at the time. Irish Relo is still the only company in the province to provide both services under one roof.

"When you start a new company it can be a challenge," said Michele. "But the personal contacts that we had were very important. We really couldn't have done it without them. I will never forget the people who supported us."

Personal contacts or not you still have to book your own jobs and make sure that people keep coming back for more. "The company has grown impressively year on year," said Michele. "We are both pleased and pleasantly surprised because people in Northern Ireland are notoriously loyal to traditional things. We seem to have built a good reputation fairly quickly."

Relocation includes much more than just moving. School search, language training, area orientation, housing and

tenancy management, and much more all form part of the service. Belfast was starved of investment during the troubles but, in recent years, has benefitted from an influx of foreign companies taking advantage of the regional business development agency Invest Northern Ireland, part of the Department of

"We are both pleased and pleasantly surprised because people in Northern Ireland are notoriously loyal to traditional things. We seem to have built a good reputation fairly quickly."

Michele Preshaw



● Above: Michele Preshaw; top left: Irish Relo's office in Belfast; top right: Jason Crane, Account Manager.

Enterprise, there to attract new investment and help new and existing businesses to compete internationally. This has created a much greater demand for relocation services as international companies set up operations in Northern Ireland. "There is plenty of investment coming in now from all over the world," said Michele. "We have noticed a continued rise in this type of business."

People are leaving too with companies repatriating employees who came over during the boom years and with people looking to find work in the traditional migrant spots of Australia, New Zealand, Canada, etc. "Our export business has grown as people follow the jobs wherever they are available."

Any business requires an element of luck especially where timing is concerned. Although Irish Relo started in Northern Ireland after the boom years, the development of the country, particularly now that the troubles have largely ceased, looks to be very positive.

The legend of Finn McCool

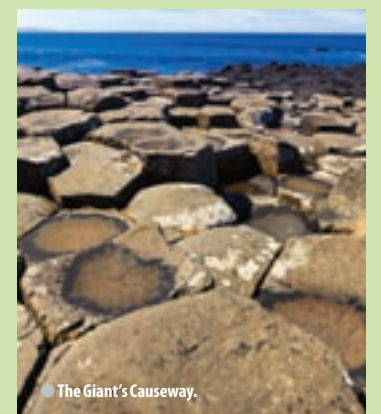
There was once a giant who lived on the Antrim Coast. One day a Scottish giant called Fingal started shouting abuse at him across the ten mile stretch of water that separates Antrim from the Mull of Kintyre. Finn and Fingal's shouting escalated into a flurry of rock and mud throwing until, eventually, a causeway was created that allowed the Scottish giant to cross the sea and face his Irish rival in what would, undoubtedly be a mortal battle.

Finn, meanwhile, exhausted from his efforts, went to bed. But in a clever trick he dressed up as a baby and, when Fingal arrived to confront his nemesis, Finn's wife gently explained that Finn was out but his son was at home – and showed him Finn sleeping soundly in the cot.

The Scottish giant then had second thoughts. If this was the size of the baby, what must Finn be like? Fingal decided upon discretion in preference to valour and made a run for it pulling up the causeway as he ran, ensuring his own safety. All that remains are the basalt columns on each side of the water to mark the site forever. He is said to have fled to a cave on Staffa which is to this day named 'Fingal's Cave'.

It is also said that one of the huge pieces of earth flung by Finn landed in the sea and became the Isle of Man and the hole that it left became Lough Neagh. For this to be true, however, Finn would have had to have had very long arms (Lough Neagh is about 35 miles away) and been a rotten shot as Man is at least 100 miles to the south-east.

Maybe that's why the Irish never adopted cricket as the national sport!



● The Giant's Causeway.

NEWS: ON THE ROAD

LOGISTICS CARBON REDUCTION SCHEME AWARDS

The inaugural Logistics Carbon Reduction Scheme (LCRS) Awards, developed to celebrate the efforts of green leaders in the freight industry, have been launched by the Freight Transport Association (FTA). The awards will recognise the efforts of individual LCRS members to reduce their carbon emissions from freight activity.

The categories are:

- Carbon reduction through fuel efficiency (sponsored by Bridgestone Tyres);
- Carbon reduction through innovative fleet management;
- Carbon reduction through use of low carbon transport modes;
- Carbon reduction through use of alternative low carbon fuels and technologies.

The LCRS Awards will be presented at FTA's Annual Logistics Carbon Reduction Conference to be held in May 2013.

Rachael Dillon, FTA's Climate Change Policy Manager said: "Over the last three years, the LCRS has been industry's leading voluntary initiative for operators to record, report and reduce carbon emissions. We now want to go further and give LCRS members the opportunity to be recognised as leaders in fuel efficiency and carbon reduction through these inaugural awards."

Any company which is an LCRS member with a green freight initiative worthy of an award is invited to enter. LCRS members may enter one or more of the award categories.

● For further information on the LCRS Awards or to sign up to the LCRS, visit www.fta.co.uk/carbonreduction.

New Renaults for 2013

During the Hanover IAA motor show, the President of Renault Trucks, Heinz-Jürgen Löw, announced that the Long Distance, Construction and Distribution ranges are to be completely replaced in June 2013.

All the vehicles concerned are currently undergoing trials on the Renault Trucks test tracks and under actual operating conditions with a number of partner customers, having been designed and developed with customers' needs and expectations in mind. Heinz-Jürgen Löw prepared the ground by saying: "In June, there will be a real revolution. Our new vehicles are going to surprise you, not only in terms of their design but also their performance. We are aiming for excellence and are doing everything to attain it."

The IAA show was also an opportunity for Renault Trucks to present the technology of its future Euro VI engines. For its medium duty range, Renault Trucks has developed a new four cylinder

engine with a displacement of 5L - the DTI 5 - as well as an 8L, six cylinder engine - the DTI 8. Both feature an EGR system. This recycles part of the exhaust gases during combustion, thereby reducing the amount of nitrous oxide (NOx)

produced by the engine. The remaining NOx is then eliminated by catalysis via the SCR system. Finally, the particulate filter once again makes it possible to comply with the very low level of particle emissions demanded by Euro VI.



● Renault Trucks' Euro VI engine.

The Met Office helps to prepare for winter

The Met Office is working hard to help the transport industry reduce the impact of the weather to their operations.

A range of services has been provided, including 'OpenRoad' - an online weather forecasting package - and the innovative 'Route Based Forecasting', which helps road maintenance operatives optimise

their winter activities, primarily gritting.

Operators will also find useful advice and guidance to help them reduce the impact of the weather to their journeys at www.metoffice.gov.uk/roads.

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



Volvo Trucks launches FH series gear

Volvo Trucks has produced its Travis collection of clothing and accessories for everyone who admires Volvo trucks.

The designs mirror the new Volvo FH series including the trucks' bold grille pattern, expressive vertical headlamps and the distinctive lines of the FH body. "This is all our own design. We started with a blank sheet of paper and then developed the collection in its entirety inspired by the form, colours and materials of the new Volvo FH series," said Rikard Orell, Design Director at Volvo Trucks.

The collection includes unique driver jackets, a performance wristwatch, and hooded sweaters. Perfect when you are showing off your new truck at Truckfest next year.

● For more information visit www.volvo-trucks.com/Travis.



Management buy-outs

Staff have no 'right of first refusal' when it comes to buying the company they work for. By Caroline Graham of Keystone Law.

In the current economic environment, many business owners are considering whether or not the time is ripe to dispose of all or part of their companies, and many management teams in recent years have found themselves running a company which is 'up for sale'.

In many cases, the incumbent management are interested in buying the business themselves. If you believe in your business and its market, the thought of owning the company can be an exciting prospect.

Some may be surprised to learn that employees have no automatic 'right of first refusal' to buy the company that employs them. If they

want to be successful, any offer the management make will have to be competitive if there are other potential buyers interested. Having said that, management often know their business better than anyone (even the current owners) and can see how it can be re-shaped to take advantage of changing opportunities in the market. If they can secure the money needed to make the purchase, they may be able to put together the most persuasive bid.

Finance is obviously key. Traditionally, most management buy-outs are financed using a mixture of secured bank debt, cash provided by the management team themselves, and private equity money. In today's

market, finding bank debt is often challenging, but where there is a private equity investor involved they will usually take the lead on this.

Private equity investment is a well-trodden path but it pays to involve the right expert advisers at an early stage. Many accountancy firms employ specialist corporate finance advisers who will be able to assist management in structuring the best financial deal, and lawyers

who specialise in private equity and investment agreements are frequently found in the larger commercial law firms.

Not all buy-outs are instigated and led by management teams. Frequently, the seller of a business will offer it to the market through an auction process, and private equity firms may enter the fray at this stage. These firms are not usually experts in a particular sector, but select companies based on growth potential and, crucially, on the quality of their incumbent management team, often supplementing that team with their own chosen managers. In this sort of transaction, known as a 'buy in management buy out' or 'BIMBO', managers often find themselves being asked to invest in shares in the company, sometimes with arrangements enabling them to increase their shareholding if they achieve particular success.

It is worth being aware that, whether backing a 'classic' management buy-out or leading the process themselves, private equity investors aim to invest for only a fairly short period of time of between three and five years, and that the focus throughout that period is usually on growing the company for onward sale. If management see themselves running the company for a longer period, they may have to consider other funding options, or brace themselves for doing it all again a few years later.

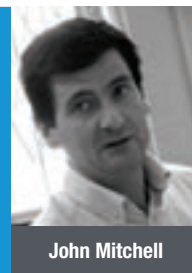
● For more information contact Keystone Law on +44 (0)20 7152 6550.



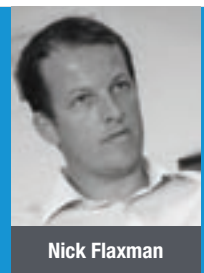
Caroline Graham

Caroline is a corporate solicitor with Keystone Law, specialising in mergers and acquisitions and private equity.

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INTERVIEW: FELIX RELOCATIONS

Breaking out

It was back in 2007 that a competitor in Malaysia told Albert Perianayagam of Felix Relocations that he would never build his local business up to become internationally recognised and a member of FIDI. The company achieved FIDI/FAIM in 2011, that's a measure of the drive and ambition of its young heir. Interview by Steve Jordan.

Felix Relocations was started in the 1980s by David Perianayagam, Albert's father. The company was successful as a local contractor but was hampered by affirmative action policies in expanding the business in the lucrative government sector.

When Albert joined the company, however, he was determined not to let these disadvantages inhibit the growth of the company. After receiving what he calls an open challenge from his competitor, he became even more determined to break out of the Malaysian market.

The first step was to join IAM which allowed Albert to travel and meet other international companies. "I went to IAM in 2008 when it was held in Hawaii," he said. "I didn't know anyone. It was very intimidating." It was while there that he met Steven Raj. Although the two did not know it then, they would soon become firm friends and in time, colleagues.

Albert worked hard at building up his international contacts and soon the work started coming in. "We also

started making corporate contacts from inbound work which helped us develop the business too," said Albert. The company soon developed a network of contacts and built up customers and agents in the UK, Europe, USA and the Middle East.

"I know the industry in Singapore very well. I have a lot of personal contacts and in the first year I have been able to build our company up to the required high turnover category which allows us to pitch for major contracts."
Steven Raj

In 2007 the company had 12 staff on the road. Today it has 70. In 2010 it applied to become members of EUROMOVERS and was accepted a year later. That same year the company's FIDI/FAIM membership was conferred. For Albert, mission accomplished ... well no, not really.

Although Albert had proved his doubting competitor wrong, and proved that he could grow his

business despite restrictions, there was more to do. "There's not that much relocation business to and from Malaysia so we needed to look further afield," he said.

In 2011 Albert coincidentally bumped into Steven Raj again. Steven had

spent 11 years in the moving industry in Singapore and was looking for a new challenge. This fitted well with Albert's strategy to grow his business beyond his home shores. They made a firm decision to work together and before long the Felix Relocations office was opened in Singapore in June of that year.

"Albert and I got on really well straight away," said Steven. "I know

the industry in Singapore very well. I have a lot of personal contacts and in the first year I have been able to build our company up to the required high turnover category which allows us to pitch for major contracts."

Albert is understandably delighted with progress so far in Singapore. "I think that, within the next three years, we will be doing more business through Singapore than Malaysia." And the intention is not to stop there. Plans are already afoot to expand further internationally.

Albert has also diversified the business he took over from his father. They were the preferred movers in the safe industry. He saw the potential for another income stream. Initially he began to buy used safes, refurbish and resell them under their original brands. Subsequently he sourced quality OEM manufacturers and began to market his own brand of safes called Global Safe. He is coy about his next step, but his long-term vision is to set up his own manufacturing process.

Time for a Pitstop

Hoddesdon-based Rocksand Computers has developed a digital tachograph reporting package that's simple to use and will help operators fully comply with EU Regulation 561/2006 and keep VOSA happy – it's called Pitstop.

Pitstop imports digital tachograph and driver card data to a PC that's been collected by a standard download device, archives it for safe keeping and creates reports and graphs of driver hours, infringement and speeding analysis, all in seconds. No Internet connection is required as the data stays on the computer.

Paul Sapsford, the company's MD said that Pitstop has been designed with the end user in mind. "The tachograph products we examined were not particularly intuitive to use or navigate, a few were quite complex," he explained, adding that users can learn their way around Pitstop in a few minutes. "Apart from the user-friendly nature of the software and the production of the standard driver activity, speeding and vehicle reports, all driving and

daily/weekly rest infringement types are flagged, not just the 'exceeding 4½ hours driving per session' infringement." Some other products do not include infringement reporting without buying an upgrade to a more expensive version.

Apart from ensuring that drivers have kept within the legislation, Pitstop has a very useful Management Planner feature that includes the amount of driving time remaining in the current and following week, the amount of working time remaining (under the WTD legislation) and any rest compensation due.

Pitstop has a one-off price of £165 + VAT.

● More information from: www.RocksandComputers.co.uk.

● Right: Pitstop turns tachograph data into reports and graphs in seconds.



WORLDWIDE CAREER OPPORTUNITIES

CANADA

Assistant Operations Manager
Branch Manager
Business Developer
Corporate Developer
International
Sales Consultant/Estimator
Sales Estimator
International

UK

Assistant Branch Manager
Corporate Developer
International
Domestic Estimator
Fine Art
Shipping Coordinator
International Corporate Developer
International Move Coordinator
International Sales Estimator
On Site - Systems Software
Trainer & Support
Operations Manager
Removals Warehouse Supervisor
Telesales Manager

HOLLAND

International Move Coordinator

GERMANY

Key Account Manager/Corporate Developer

ASIA

Assistant Operations Manager
Country Manager
Domestic Move Co-ordinator
International Move Coordinator
International Sales Estimator
Operations Manager
Relocation Manager
Sales and Marketing Director
Sales/Business Development Executive
Sales/Relocation Consultant
Trainee Branch Manager

INDIA

Branch Manager
Corporate Developer

USA

Domestic Sales Estimator
Fine Art Driver
Fine Art Inventory
Warehouse Manager
Fine Art Technician/Packer
International Move Coordinator - Exports
International Move Coordinator - Imports
International Removals
Corporate Developer
International Sales Estimator (LA)
Private Migrant Business Developer/Estimator
Removals Packers/Drivers
Sales Manager

AFRICA

International Corporate Developer

UAE

Business Development Manager
Corporate Sales Developer
Export Coordinator
Fine Art Operation Supervisor
Fine Art Technician
International Estimator
Pricing Analyst
Removals
Operations Manager

AUSTRALIA

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Customer Service and Quality Advisor
External Sales Consultant
General Manager
International Relocation Coordinator
International Sales Estimator
Operations Manager
Operations Schedule Planner
Project Account Manager
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INTERVIEW: NIGEL DEWS



Keeping the marbles on the tray

An interview with Nigel Dews, MD of Harrow Green

Harrow Green started in 1983 as an East London domestic and commercial mover. Since then it has grown to become the leading commercial moving company in the UK. It has been a remarkable development in an ever-changing market. Like all stories it has its elements of luck but, most of all, it's been a matter of hard work and a remarkable ability to keep customers happy.

When Reg Allen and his business partner Tony Sullivan started Harrow Green in 1983 they could not have had any idea of the stroke of good fortune that was just around the corner. It would provide the company with probably its greatest ever challenge and a 'once in a lifetime' opportunity. It was called Canary Wharf.

Canary Wharf was the largest office development project London had ever seen. It was built in London's docklands and called Canary Wharf because, when it was used as a dock, many of the imports came from the Canary Islands. The first tenants moved into the offices in 1991 and it was Harrow Green who was there shifting the desks. Now over 93,000 people work there.

"Harrow Green had already made a decision to focus on commercial moving, but Canary Wharf gave us significant new opportunity. We already had several blue

chip customers that Tony had brought from his previous life, using them as a reference point gave us the ability to rapidly scale up and of course the wins gave us win credibility in the wider city, we very quickly built up an impressive track record of blue chip companies," said Nigel Dews.

"I was at Pickfords at the time and I remember that everyone on the commercial side aspired to be like Harrow Green. They seemed to be a cut above everyone else..."

Nigel Dews

"Harrow Green moved 70% of the new occupants into the complex including those from Midland Bank and Morgan Stanley. At the same time we were also doing major city moves for Swiss Bank and BP. I was at Pickfords at the time and I remember that everyone on the commercial side aspired to be like Harrow Green. They seemed to be a cut above everyone else in terms of their marketing material, their wider service offering and their engagement with customers."

And it was this engagement with customers that set Harrow Green apart from its competitors at that time. The company was among the first to recognise the value of account management – keeping the customer happy – and developed its own dedicated Account Management Department that was just there to help customers plan and make their lives easier. Reg Allen, now the company's non-executive chairman, called it "Keeping the marbles on the tray".

Why commercial?

Right from the early days Harrow Green recognised that it was in the commercial sector that their future lay. "We stayed in commercial because business-to-business has a different relationship. The international and domestic markets are more emotional because you are dealing with people's personal possessions. There's also more opportunity to build long-term relationships and repeating business with commercial customers," said Nigel.

However, not wishing to miss an opportunity, the company also developed its own International Department run by Steve Wilkins. Reg Allen had, indeed, been on the FIDI Board and understood the value of international work as a way of maintaining an overall world view.

INTERVIEW: NIGEL DEWS

"But we only do corporate moves and are still very selective about the companies we work for. We do domestic moves only for our existing corporate clients."

● Harrow Green Operations:
Rob Johnson, Lee Jackson,
Andy Flynn and Kim Jackson.

The IT problem

The company's development in commercial moving coincided with the IT explosion in which corporations became increasingly dependent on their IT systems for their day-to-day operations. This developed into a problem for the commercial moving industry that Harrow Green solved at a stroke.

Until then commercial moves had largely taken place over the weekend with customers closing down on Friday night and being ready for business on Monday morning. But as IT systems became more complex, it became impossible for their own IT departments to keep up with this 'big bang' approach to relocation. "So we partnered with an IT services provider and created Relocom, a company specialising in the relocation of IT systems," explained Nigel. "This immediately removed that barrier and allowed us, once again, to perform an 800-staff relocation over a weekend with the minimum of disruption."

"It used to be that just doing a good job got you on the tender list. Now customers want to know what else you could do for them, demonstrate you can add value and introduce something new."

Nigel Dewes

Getting higher up the value chain

For years the removals service had been a long way down the chain when it comes to the overall relocation. Removals was seen very much as a bought-in service rather than part of the whole project management. Harrow Green was determined, right from the early days, to be a valued member of the team that was able to influence decisions not simply follow instructions. "Furniture and fit-out companies were the first to handle design and project management," explained Nigel. "Relocation never appeared on the tender. The fit-out companies had preferred suppliers or developed their own service."

In 1999, when Nigel joined the company, it started to spread its wings outside London and to add on more additional services including a furniture division, and a separate project management division, as well as the ever widening specialist IT services (through Relocom), and, in 2006, a fit out division.

"It used to be that just doing a good job got you on the tender list. Now customers



want to know what else you could do for them, demonstrate you can add value and introduce something new. For us, the more services we can provide into the customer the more opportunity we have to develop our relationship. Customer longevity is extremely important to us. We have a number of contracts where we have our people permanently based on a customer's site, this type of service integration is always bespoke to the customer's specific needs. All the services we provide can be described as being associated with a workplace change event."

Recession and buyout

When the recession hit Harrow Green found it hard to compete in the fit-out market and made the decision to close the division during 2011, although Nigel is keen to point out that furniture still plays an important role. Harrow Green still provides furniture to clients and has strong partnerships with leading furniture manufacturers.

"Most recessions didn't affect us much," said Nigel. "As long as people moved we did OK. But in this recession people just turned out the lights." In February 2012 the company was taken over by Restore plc. One of the UK's leading business services groups specialising in office

relocation, records management, document scanning, recycling and shredding. "The company has a policy of buying well-run companies and supporting them, not running them," said Nigel, he added "As part of Restore plc we have access to greater financial resources and the stability offered by a very strong balance sheet. As a result we hope to be able to grow the services that we offer through continued investment in our people and systems."

Association supporters

Harrow Green has been a strong supporter of BIFM and the FMA. Many large companies are engaged in regular office churn (called BAU, Business As Usual), a function that is often administered by outsourced FM providers. Nigel sees having close contact with these organisations as essential as the relocation side is an area that these companies generally do not touch.

The CMG too is important (The Commercial Moving Group of BAR) and Nigel said that it has become more so since it adopted BS 8522 as a compulsory standard. "It is very encouraging to see this now appearing on tender documents and is raising the bar for the whole industry." »

QUICK CV: NIGEL DEWS

Nigel joined the Pickfords management trainee programme in Huddersfield in 1985 and became branch manager of Bradford less than two years later. He quickly moved up through the organisation to bigger branches and became the general manager for Scotland and the North in 1999 working out of the Glasgow office. He was recruited by Harrow Green that same year to

lead its diamond plan designed to expand its operations outside London. Nigel started in Leeds, quickly adding depots in Birmingham, Manchester and Glasgow. During this time he introduced records management to the company as a stand-alone business. He was appointed to the Harrow Green Board in 2005 and moved to London. He became MD in 2008 as part of the company's succession planning.



INTERVIEW: NIGEL DEWS



QUICK PROFILE: HARROW GREEN

Harrow Green is the leading commercial moving company in the UK in terms of turnover and geographic spread. It is owned by Restore plc, a business services group offering office relocation, records management, document scanning, recycling and shredding. Nigel Dews has been the MD since 2008. Ian Studd is the

Executive Director London and currently the BAR President. Terry Gibbs is Regional Director for the Midlands, North and Scotland, based in Birmingham. Reg Allen, the company's joint founder, is non-executive Chairman. Charles Skinner CEO of Restore plc and Adam Councill the company's Group FD also have seats on the Harrow Green Board.

What is quality?

Few would doubt that Harrow Green provides a high quality service. But for Nigel, what exactly is it that makes his company's quality exceptional? "We believe that there should never be a negative gap between customer expectation and our performance, also we make sure we focus on the outcome. We try to approach every project by having the customer's best interest at heart, we work very hard on our consistency of service, how and when we communicate and take time to understand our customers different needs. I want my customers to think that doing business with Harrow Green is simple. I also want customers to have access to key people when they need it, personal commitment is very important to me."

Harrow Green also has its own training school. "I want our crews to have the right tools, to be fully trained in the right competencies and skills, and know what's expected of them. If we achieve this I think that is a demonstration of quality too." But Nigel admits that there is only so much that training can do. "It's their attitude that is vitally important. They spend the vast majority of their working time within our customers' environment, so knowing how to interact and engage with people is key, this has become a really important part of our operative recruitment and selection process. We also place massive importance on the role and responsibility of our supervisors and foreman. We have designed our own training and development programme, which we are very proud of."

"I want our crews to have the right tools, to be fully trained in the right competencies and skills, and know what's expected of them. If we achieve this I think that is a demonstration of quality too."

Nigel Dews

Trade services

Harrow Green has some of the best commercial facilities around the country - Glasgow, Leeds, Manchester, Birmingham, Norwich, Bristol and London - all of which are available to other members of the trade for storage. But the company has considerable expertise in handling large or difficult projects and it is in this area that it sees it can also be of help to other companies. Nigel said that there is no need for a company to turn a large job down just because it's bigger than they would usually tackle. "If a company needs help with a large commercial relocation we are happy to support them," he said. "This is about maintaining the industry standards in the eyes of the customer. We will always help when we can."

Recycling

Recycling and reuse has become a vital part of commercial moving in recent years allowing customers to meet their own CSR (Corporate Social Responsibility)

responsibilities. On large scale moves the furniture clearance project can be almost as big as the move itself. The company's office in Silvertown, E16 is a fully accredited recycling facility and has a policy of 'zero to landfill'.

It is helped by its charitable partner Planet Office Global that recycles and reuses furniture for schools, charities, start-up businesses and third-world countries. It has a similar approach to electrical items, where meeting WEEE regulations is crucial with its first priority to wipe data to maintain security then arrange for equipment to be reused where it is most needed.

The future

Of course, Nigel is a little wary about revealing details of his plans but they all revolve around offering services that are associated to a workplace change event and have closely related markets. "We also want to encourage new talent," said Nigel. "I'm not sure there is a clear career path within our industry but the new BAR apprenticeship scheme will help." Harrow Green has already taken on apprentices through the scheme.

"It continues to be important that as an industry, we do not allow our service to become commoditised especially when dealing with procurement departments. We need to make sure we are able to differentiate ourselves. The operational side of the business is very important but we have to win the job first and this should not always be based around being the cheapest price."

"What is really important about our future is that we continue to set new standards, always keeping it simple and build on our great reputation."

● Right: high value lock up at Harrow Green in London; below: Planet Office Global work with Harrow Green to recycle office furniture.



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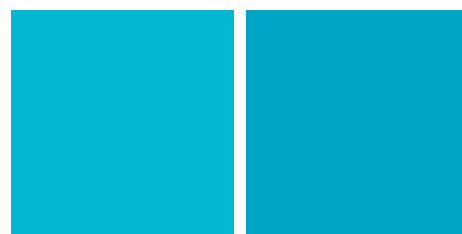
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NEWS: PEOPLE



● Left to right, from White & Co: David Christie, Regional Manager Scotland; David Pateman, Vice Chairman; Ian Palmer, CEO; Ian Nicholson, General Manager; 'Nick' Nicklinson, Chairman; Chris Fry; Steve Fassoms, Regional Manager, Southern England; William Burden, Regional Manager, West of England.

Chris Fry retires after 42 years

Chris Fry, from Basil Fry & Co had his official retirement party at the Goodwood Hotel close to the famous horse and motor racing centre on Tuesday 18 September.

The event was attended by colleagues and customers alike many of whom Chris would have, during his career, considered as friends. Chris had spent 42 years with the company.

Greg Wildman, Director said, in tribute to Chris, that he hoped he would always be in a position to treat his staff as well as Chris had done.

Chris himself recognised his father's vision in starting the company back in 1970. He said that over the years he had met many wonderful people and could not imagine a nicer industry in which to work than the moving industry. He also said that Basil Fry & Co might never have taken off in the first place were it not for one company in particular: White & Co. Chris said that he had many happy memories of his

working life and he would take them into his retirement.

In response, David Christie from Whites presented Chris with a gift of a bottle of Benromach malt whisky from Speyside that was 60% alcohol and, he joked, capable of running a car. Chris resolved to put it to a much better use.



● David Christie presents Chris Fry with a bottle of 60% whisky.

New Account Manager for AIReS

Wayne Lawrence has recently been promoted at AIReS' Central Regional Office in Pittsburgh, PA to the position of account manager. He has been with the company for four years. His new role is to service clients in several territories, including Tennessee, Kentucky, North Carolina, and South Carolina.

John Cassuccio, General Manager at the Central Regional Office, commented about the newest member of the sales team: "After



being a relocation specialist for years, he is going to bring a ton of operations experience to the road."

Mike Andrews takes over as MD at Bradshaws

Mike Andrews has taken over as managing director of John Bradshaw & Son, the parent company of Britannia Bradshaw International Removals & Storage, BCL Office Moving and Manchester Self Store. Malcolm Halley has been appointed chairman of John Bradshaw & Son.

In his new role, Mike has taken on the day-to-day management of Britannia Bradshaw

International Removals & Storage, as well as overseeing activities at BCL Office Moving and Manchester Self Store. Rod Seeland, Managing Director of BCL Office Moving remains in his position.

Mike, who began his removals career with Britannia Leatherbarrows, moves to John Bradshaw & Son after 14 years with Pickfords, where he was the area manager North Central & Midlands. He is also the former vice chairman of the British Association of Removers (BAR) National Council.

About his appointment to managing director, he said: "I'm

incredibly privileged to join the fantastic team at John Bradshaw & Son, and look forward to good years to come."

Malcolm was appointed chairman as he wanted to scale back his day-to-day involvement in the business to enjoy semi-retirement and revitalise the business. He plans to work on his bucket list, including cycling the Camino Trail in Spain and from Land's End to John O'Groats, along with sailing a boat from Rotterdam to the Black Sea. He also plans on spending more time in India. "I have every confidence that Mike and the team will continue the growth and success of the business," he said.



● Left to right: Davinder Bedi, Rod Seeland (back), Ernie Humphries, Ed McGuinness (back), Phil Evans, Kevin Dorn (back), Mike Andrews, Malcolm Halley. Missing from photo: Diane Twigge.

Nancy Smith joins Santa Fe Dubai

Nancy Smith has joined Santa Fe Relocation Services in Dubai as the company's business development manager. She will be responsible for developing and managing the company's clients' global mobility programmes throughout the United Arab Emirates.

Nancy has previously worked with Santa Fe in Dubai as an account manager and also as a business development executive with the British Chamber of Commerce in Hong Kong. She also worked for British Airways as a flight attendant.

Nancy has been an expatriate for seven years and can therefore empathise with those who are on international assignment. Having travelled far and wide, Nancy has become familiar with a fair few languages,

including; Cantonese, French and German.

Nancy is a graduate of Social Policy from the University of Loughborough.

E-mail: Nancy.Smith@santafe.relo.ae.



● Nancy Smith.

Michael White joins Suddath

Suddath International, a subsidiary of The Suddath Companies, is pleased to announce the hiring of Michael White as vice president of business development and integration.

Michael will be responsible for the expansion of the international quality program as well as streamlining processes within the company, with partners and with vendors. "Michael will have close involvement in the development of our online customer portal as well, which is key to our success in communicating with clients. With Michael's previous history of proven results, I am confident he will be a key contributor to the growth of the company," said Steve Crooks, President of Suddath International.

Prior to joining Suddath, Michael was most recently with Genworth Financial in Richmond, Virginia, where he was vice president of strategic development. Before his time with Genworth, he enjoyed a diverse 15 year career with Office Depot, where he began as an accounts payable analyst and ultimately became responsible for the company's online customer experience strategy and marketing.



● Michael White.

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● In the loop - Joseph Gordon-Levitt.

MOVING MOVIES

By Mary Jay

You'll love him when he's angry

Title:
Looper
Director:
Rian Johnson
Starring:
Joseph Gordon- Levitt, Bruce Willis, Emily Blunt
Classification:
15
Genre:
Science fiction action
Run Time:
118 minutes

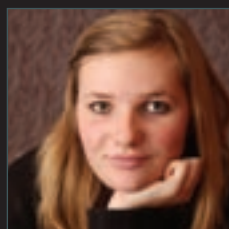
In the year 2044 we will have hovering motorbikes, computers that pull out from tables and 10% of the population will have telekinetic powers - the ability to make small objects levitate. Thirty years later there will be such thing as time travel. Well, according to this film there will be. Can we trust this though? Spielberg thought there would be time travel in the 80s, and that clearly didn't happen. Joseph Gordon-Levitt plays Joe; in 2044 he works for the mafia as a looper. A looper's job is to kill the people sent from the future, in 2074 time travel has been outlawed, even if you see yourself thirty years older. This happens to Joe and he sees himself kneeling in front of him as a man in his 60s played by Bruce Willis. Old Joe runs away and young Joe has to find him and kill him. On his journey, young Joe meets Sara (Emily Blunt) and her young son Cid. Both Sara and Cid have the telekinetic powers but Cid's are extraordinary, meaning when he gets angry or scared he has the ability to blow things, including people, up.

Joseph Gordon-Levitt has done absolutely brilliantly in this film.

In the past you might have seen him in romantic comedies or teenage high school films but the last few years he has been very good co-starring in action films including *Inception* and *The Dark Knight Rises*. Obviously Bruce Willis was very good too, as he always is in action films. This time he even brought us some tears. As a whole, the film is brilliant with great acting; exciting, emotional and jumpy parts and a very clever story line. The only thing bringing it down would be the trailer. It could be seen as misleading because some of the film had strange surprises which some of the audience may not like. Obviously you don't want to give away the whole plot, but a little more information might be helpful for the audiences.

Upcoming films:

At the beginning of November *The Shining* is being re-released. It's exactly the same as the 1980 version, so just as terrifying. Lets all say hi to Johnny again.



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

THE MOVER: THE STORY SO FAR

The Mover – 18 months on

The Mover magazine has now passed its 18-month anniversary. Steve Jordan looks back at the way the magazine has developed and his plans for the future.

I don't mind telling you that starting *The Mover* in April 2011 was a bit of a leap of faith. I had been editing the BAR magazine for around six years and, to go independent, I had to leave my best customer. Very scary! If I could have known then that 18 months on *The Mover* would have achieved the level of success it clearly has, I would have been less worried. But at the time it was a bit like jumping off a cliff in the dark.

Firstly may I thank all those companies that supported us in the early days, both in the UK and overseas. It was their confidence, encouragement and advertising revenue that gave us the will and the means to get started. Thanks chaps!

The editorial dilemma

When *The Mover* started I thought that independence would make life much easier. I could print anything I like and, as long as it doesn't put us in court, anything goes. Well, largely that's true – but it's not quite that simple.

We rely on advertising as our only source of revenue. So what happens when a story emerges that we know one of our advertisers doesn't want printed? Does editorial integrity or pure cash win the day?

Look again at the problem of ending up in court. It seems simple, just tell the truth and you are bullet proof – but the truth is often open to interpretation and, with limited resources, we don't always have the chance to double-check everything. We rely, to some extent at least, on our contributors getting it right.

So, what do we do? Someone once said to me that, given a dilemma, you should always do 'the right thing'. Some might

criticise you, but everyone will admire your integrity. That's what we try to do. If, in the process we have occasionally upset someone, that's unfortunate and not our intention. But you can't make an omelette without breaking eggs and, if the magazine didn't have a bit of edge to it, you wouldn't keep reading.

When *The Mover* started I thought that independence would make life much easier. I could print anything I like and, as long as it doesn't put us in court, anything goes.

Other groups

In the main, we enjoy a good relationship with other groups. EUROMOVERS has become a regular advertiser, we did an in-depth story on the SSA recently, OMNI sees *The Mover* as a positive development giving it an additional voice worldwide, and even FIDI contributed in June with a report on its conference and details of its new Board courtesy of my good friend Colin Quarrington. The Guild was friendly enough until we had the temerity to question its motives then ... oh well.

BAR, however, remains distant. I understand that it sees us as competition and, I suppose we are, but it's a small industry in the UK and we should be able to cooperate. What exactly BAR thinks it will achieve by ignoring us I fail to understand and, after 35 years or so supporting the UK Association it saddens

me that BAR cannot be a little more gracious and grown up about the whole thing. How long will it take before BAR realises that it has much to gain by engaging with us and nothing, save perhaps a few pounds in revenue, to lose? We have rarely criticised BAR in our pages but, where it's needed, we haven't shied away either. That's the way it will continue.

Advertising

As an independent organisation we have no means of support other than our advertisers – there is no safety net. Support has been good and, importantly, those who do advertise with us report encouraging enquiries. Thanks to all those who have advertised, in print and online, and everyone who has supported our advertisers.

But there is a long way to go yet. I know the market has been depressed, but many had a good year in 2011 and 2012 has been OK too. Marketing magazines have plenty of examples of companies that continued to promote during lean times coming out faster and healthier than those that didn't. All agree that it makes senses to promote on a rising market. Maybe the moving industry has a long way to go before the good times return but the trend definitely appears to be in the right direction. Time to ease those promotional budgets a little perhaps!

The Mover online

I have been amazed how many people read *The Mover* online. Wherever I go in the world people tell me how much they enjoy reading the magazine. The rise of the iPhone and, more importantly perhaps, the iPad has made *The Mover* just as accessible online as in print. Even in the UK, where the printed magazine is available free to anyone who wants it, it has a great many online readers. It's the way of the future undoubtedly, but we have no intention of dumping the printed version – not for the foreseeable future anyway.

What's coming next?

Well that would be telling wouldn't it! For some things you will have to wait and see, however I can tell you that we will be doing all we can to boost our online presence, especially to make it more interactive and dynamic. While we look closely at the website we will not ignore the printed magazine. It's our bread and butter and we will be doing all we can to keep it as fresh and exciting as it always was. It will remain a good read.



● The first issue, April 2011.



● The Mover website and the cover of April 2012's issue, which featured an in-depth look at self storage.





It will never happen to me

Disaster recovery and how it is fast becoming the norm for SMEs.

In the wake of the recent flooding in parts of the North East of England, Russell Henderson of SITS Group, a firm of cloud computing specialists, expands on disaster recovery and how it is no longer the exception, but is fast becoming the norm for SMEs.

"It will never happen to me" – this is a phrase which business are increasingly less likely to count on, particularly in light of the recent floods which hit the North East showing that the unexpected can happen; with wide spread disruption for businesses, commuters, charities and emergency services, all due to flooding in what should be a sunny June.

But disaster need not always strike. Cloud infrastructures provide businesses with cost-effective disaster recovery so they no longer need to double up on server hardware; this means that the option of having a disaster recovery strategy in place is now real for many more SMEs than ever before.

Furthermore, the process of recovering information from a cloud environment is simple compared to physical server recoveries, it genuinely takes minutes to recover systems, not hours or days. This allows businesses to test their disaster recovery processes quickly and cheaply to ensure the processes work as required should they ever be called upon.

Cloud infrastructures provide businesses with cost-effective disaster recovery so they no longer need to double up on server hardware...

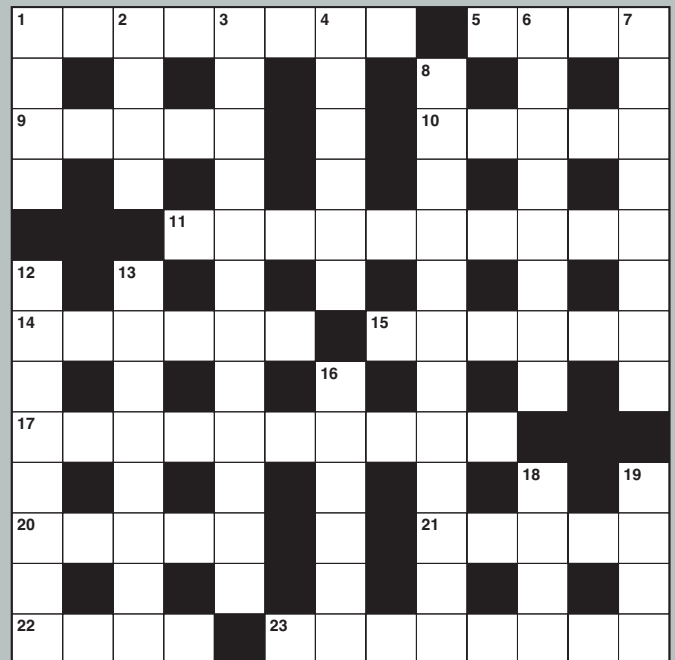
This type of disaster recovery lends itself to all different scales of businesses, from a single server protecting four or five critical business servers, to a cloud solution offering protection for all business systems at costs far lower than was previously possible before virtualisation technology arrived.

Historically businesses invested in disaster recovery, some as a tick box exercise for insurance purposes, others truly deployed systems to recover the business should the worst happen; most of these businesses shared the same fear, the cost and disruption of testing was greater than the fear of not testing.

Today's cloud systems allow businesses to be reassured that their investments in protecting themselves, their customers and their suppliers actually work.

● Russell Henderson is a technical advisor at SITS Group, based at Northumberland Business Park, Cramlington. For more information visit www.sitsgroup.com.

Puzzles



ACROSS

- 1 Happen simultaneously (8)
5 A performance by one person (4)
9 Love affair (5)
10 Sheets of floating ice (5)
11 Unpaid helpers (10)
14 Frequently repeated phrase (6)
15 Idolise (6)
17 Unforeseen (10)
20 Dwelling (5)

- 21 Leaves out (5)

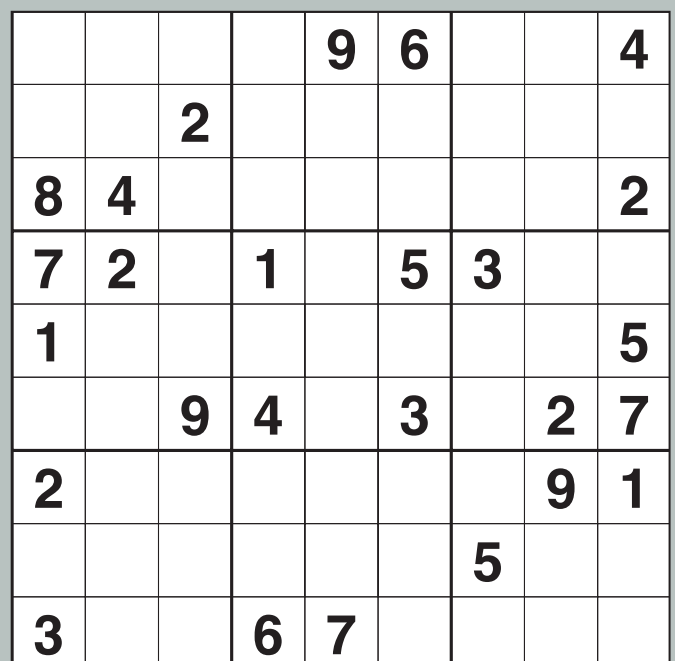
- 22 Grain that grows into a new plant (4)
23 Person or company owed money (8)

DOWN

- 1 Cajole (4)
2 Graphics symbol (4)
3 Mapmaker (12)
4 Eat hungrily; gobble (6)

- 6 Device recording distance travelled (8)

- 7 Completely preoccupied with (8)
8 Unofficially (3,3,6)
12 Makes a surprise attack on (8)
13 Lacking confidence (8)
16 Having only magnitude (of a quantity) (6)
18 Unit of liquid capacity (4)
19 Russian sovereign (4)



DIARY DATES

DiaryDates

E-mail your
Diary Dates to
nikki@themover.co.uk

ASTAG Annual Convention
12 November, 2012, Switzerland

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

16th Annual EuRA International Relocation Congress
24-26 April, 2013, Bucharest, Romania

FIDI Annual Conference
12-16 May, 2013, Athens, Greece

OMNI Annual Conference
7-10 May, 2013, Monte Carlo

Take out an overseas subscription to *The Mover*.

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.

To take out an annual subscription to *The Mover*
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for total exposure."**

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Did you know?

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

An atomic clock is accurate to within 1 second in 1.7 million years.

Britons eat 97% of the world's baked beans.

Humans share 35% of their genes with daffodils.

When it was first launched, the key ingredients of Coca-Cola were cocaine and caffeine.

To see at night as well as an owl, you would need eyeballs as big as a grapefruit.

In a standard pack of playing cards, The King of Hearts is the only king without a moustache.

The Sanskrit word for "war" means "desire for more cows".

It is legal for a pregnant woman to relieve herself anywhere, including into a policeman's hat.

The insults 'moron', 'idiot', 'imbecile' and 'cretin' were all once official medical diagnoses.



Puzzle solutions

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C	O	I	N	C	I	D	E	S	O	L	O
O	C	A	E	O	D	B					
A	M	O	U	R	V	F	L	O	E	S	
X	N	T	O	F	M	E					
		V	O	L	U	N	T	E	E	R	S
A	I	G	R	H	T	S					
M	A	N	T	R	A	R	E	V	E	R	E
B	S	A	S	R	R	D					
U	N	E	X	P	E	C	T	E	D		
S	C	H	A	C	P	T					
H	O	U	S	E	L	O	M	I	T	S	
E	R	R	A	R	N	A					
S	E	E	D	C	R	E	D	I	T	O	R

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

FEATURE SCHEDULE

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

Features coming up:

December: Packaging/Materials
January: Scotland
February: Training
March: Trade Groupage
April: Pet Shipping



MARKETPLACE

MarketPlace

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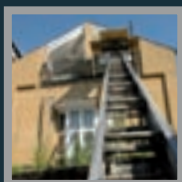
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The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail adverts@themover.co.uk or contact Nikki Gee on +44 1908 695500 to subscribe.

Copy dates

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

Enquiries

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 Tel: 01908 695500; Email: adverts@themover.co.uk

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Quarter page single column	£345	£335	£325
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Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
MARKETPLACE*			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
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