MOVING THE ARMY

Asian Tigers mobilises the Terracotta warriors. Page 22
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Firstly may I say thank you to all our new advertisers this month. Either the moving industry has come flying out of the recession suddenly or the word is getting round that advertising pays, especially when times are tough. Whatever the reason, thanks for the support.

Over the last few months I have spoken to many movers. Although there are always a few who still seem lost in despondency, the vast majority are fairly upbeat about the summer season and the prospects for the next few months. One business owner said that he felt that so many companies had waved the white flag over the past few years that there was a developing lack of capacity in the industry now which, one would assume, is good news for those who remain. I am interested to get a picture of the general trend nationwide and would appreciate your help. Please send me a quick e-mail to say whether your business this summer was up or down on last year and by how much. I won’t publish your name or company but I will publish the trend if I get enough response to form an opinion. Much obliged.

Two things to draw your attention to this month: Basil Fry and Lambs. Lambs is an established moving company in Worcester that’s up for sale owing to retirement. It’s a great opportunity for someone – see the story on page 7 and the advert on page 31. If you are looking for an acquisition, this could be the one for you. This month also marks the end of the Basil Fry picture competition. If you don’t know what to do, see page 5 of The Mover from July, August, September and pages 5 and 16 of this issue and get your answers in fast: only the first correct answer wins and there’s an iPad up for grabs. If you don’t have the mags to hand, look on the website www.themover.co.uk, they are all in the archive.

The hawk-eyed ones amongst you will have noticed that our trailed feature in Northern Ireland is conspicuous by its absence in this issue. The Gods conspired against us this time but it will have pride of place next month.

Steve Jordan

How was it for you?

Steve Jordan, Editor

More farmers choose self storage

Farmers are increasingly looking to build storage units on their land as an alternative source of income, according to lift manufacturers DeSeM Lifts.

The Staffordshire-based company specialises in supplying new storage facilities with goods-only and goods-and-passenger lifts and is increasingly fielding enquiries from companies which have purchased agricultural land for new storage sites.

In the past 12 months, the company has installed lifts at three agricultural sites and in the past three months alone has received four of these types of enquiries – up 75% on the same period last year.

One of those projects was the Storage Planet development at a former chicken farm in Headcorn, Kent. One of the partners at Storage Planet, Elizabeth Edwards, said: “My father used to run a chicken farm here, but was looking to retire and thought self storage would be a good business to go into. He sold the farming business and converted one of the old chicken sheds into Storage Planet. We opened in March and now have 14,000ft² of lettable space. In all there are nine units on the site of the old farm, which has been converted into a new business park.”

DeSeM Lifts Director Mike Carp said: “We designed, manufactured and installed a 1.5 tonne goods-only lift at Storage Planet, which was the fourth project we have delivered on formerly agricultural land. We have another two or three of these jobs lined up for the next 12 months, and more enquiries coming in all the time, so clearly storage facilities are now becoming a viable option for farmers.”

Rodney Walker CBE is CEO of the Self Storage Association. The trend for converting farmland for self storage has been growing pace throughout the eight years he has been running the organisation. He said: “Following on from the barn-conversation-to-residential phase, I have noted that there has been a trend over the past decade, throughout the UK, of more farmers successfully converting their surplus farm sheds into self storage. In a number of cases their facility is well away from major conurbations but they still manage to fill them.”

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**Harrow Green moves Yorkshire Housing**

Business relocation specialist Harrow Green has completed a major moving project for Yorkshire Housing.

The project involved moving furniture, IT and the main computer server to the organisation’s new headquarters in Leeds city centre consolidating nine offices into one.

The relocation follows a review of all Yorkshire Housing’s office accommodation, which highlighted the need to provide the best possible facilities for service delivery and have its corporate services teams and managers, who need to work together, based in one central location.

The move, which was managed by Karl Crompton and Karen Adams of Harrow Green and Duncan Cruickshank and Phil Aston from Yorkshire Housing, involved relocating 231 people – from offices at York, Bradford, two sites in Leeds, Sheffield, Osbaldwick, Malton, Skipton and Huddersfield; many taking place over weekends.

Ben Johnson, the office fit out and furniture company from York that recently formed a strategic partnership with Harrow Green, supplied new furniture for the building.

The company said Harrow Green won the tender for the contract for its flexible approach and its ability to manage the capacity of the project.

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**Half of firms concerned about long-term sickness**

According to HR website People Management, almost half of UK businesses say that long-term sickness absence is a big issue for their organization and have concerns over their ability to manage it, a report has found.

The Aviva absence management report found that 45% of UK businesses are worried by their ability to handle long-term absence. Top concerns included placing a burden on other workers (40%), lost productivity (27%), lost revenue (22%) and diminished service standards (21%). Meanwhile, 17% said that when staff are away on long-term sickness absence then other staff are also more likely to fall sick.

In contrast, 53% of organisations described themselves as well equipped to deal with such absence. Top methods used included encouraging staff to have a better work-life balance (37%), offering private medical insurance (22%), or group income protection (13%), and offering training to spot the signs of stress (20%).

Steve Bridger, Head of Group Risk at Aviva UK Health, said: “Sickness absence not only has a knock-on effect to other employees, but adds to the business concerns of employers as a whole. While it is encouraging that employers are implementing preventative measures to help them control the effects of sickness absence, take-up of one of the most effective solutions - group income protection - is still relatively low.”

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**Shore Porters ensure bikers get on the right track**

Aberdeen-based removals and storage company, The Shore Porters’ Society, embarked upon a trip to Portugal recently, keeping a group of bikers extremely happy.

The company was hired to transport 17 motorbikes to Portimao, Algarve where they were met by their riders, taking part in an annual track event.

Sean Simpson, a partner at Shore Porters commented, “Over the years we have transported many items to various places across the globe. I am delighted that Shore Porters was able to help the group get its bikes over to Spain, and I’m sure they all had a great time taking part in the event.”

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**New self store for Schofield**

R.D. Schofield Ltd of Colchester became amongst the latest in the removals industry to see the benefit of combining self storage with its removals business and has moved to expand its current offering accordingly. A move to new premises provided the space to allow an initial phase of 54 self storage units to be installed of which many have already been let, despite there being no marketing of the facility undertaken as yet. This has provided the company with a new stream of income from a ready-made market even though there is significant competition locally.

The brand new self storage units were supplied and installed by long established Cheshire-based company Active Supply & Design who offered the best in help and assistance throughout the process including advice on day-to-day aspects of running the self store once open.

The initial offering consists of units varying in size from 15ft² to 100ft² and consists of a total of 2,935ft² of net lettable space. The corridors are in a crisp white whilst doors to units are finished in cornflower blue, the corridors also benefiting from durable alichequer corner guards and kick plates to further enhance looks whilst also helping to prevent damage to walls. Active liaised with building control to ensure compliance with regulations so that the relevant certificates could be issued.

To find out how you could incorporate self storage in to your current business interests visit www.askactive.com or call 01270 215200.

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**Try out the search facility on www.themover.co.uk. It’s lightning fast!**
Excess Baggage launches corporate baggage service

Baggage shipping services provider Excess Baggage Company has announced the launch of its corporate baggage services.

A baggage shipment is an international transportation of personal belongings that is easier to arrange and more flexible than a traditional full household removal so is ideal for corporate clients who have employees relocating for short-term assignments abroad. Using its worldwide network of agents, the company can offer comprehensive and cost effective options for the transportation of belongings.

“We believe that there is a specific demand for the type of services that we provide”

David Elliot

Excess Baggage Company CEO David Elliot said, “Excess Baggage Company has always provided ad hoc services for our many blue chip clients and we have now decided to formally provide corporate baggage services, via a dedicated Corporate Department, staffed by people experienced in the demands of the corporate marketplace. We believe that there is a specific demand for the type of services that we provide, and our ability to provide cost effective solutions, whilst maintaining quality, should enable us to build a solid client base in the market.”

Excess Baggage Company supplies and delivers packing materials to employees, allowing them to pack at their leisure. All necessary customs documentation is similarly provided to ensure that there will be no paperwork issues at destination. Once the packing has been completed, the consignment is collected from the employee’s address on a day of their choice. For any last minute requirements, packages can be dropped off at any Excess Baggage outlets across the UK.

Once despatched, the employee will receive automatic tracking information from Excess Baggage Company’s state of the art software and will be contacted directly to arrange delivery at destination. Customs clearance and delivery to most major destinations are included.

The following items can be sent as excess baggage:

- Boxes/suitcases;
- TVs/computers;
- Bicycles/skis/snowboards/surfboards;
- Paintings/mirrors/works of art;
- Golf clubs/sports equipment;
- Musical instruments;
- Prams/car seats/toys.

Excess Baggage Company has been operating for nearly 30 years and is a European provider of baggage shipping services. The company also operates over the counter left luggage facilities at London Heathrow, Gatwick and Manchester airport terminals as well as major Network Rail stations across the UK.

Worcester’s G. W. Lamb for sale after 105 years

After 105 years of family ownership Worcester’s best known removals company G.W. Lamb is up for sale.

Owners George Lamb and his sister Margaret Sayers are retiring at the end of the year and are looking for a buyer to take over the business. “Neither of us has any children and there is no one to pass the business on to so we’ve decided it’s time to sell,” said George.

The company was started by George’s great grandfather George W. Lamb, affectionately known in the family as George I - the present George W. Lamb is the fourth to bear the family name. He was a blacksmith who had a sideline delivering furniture using a horse and dray. George also provided a rather macabre service transporting bodies to the cemetery, sometimes storing them overnight in his blacksmith’s shop; how times have changed! Later his son George II started a second-hand furniture shop in Worcester and apparently became something of a Del Boy in the town. He was a blacksmith who had a sideline delivering furniture using a horse and dray. George also provided a rather macabre service transporting bodies to the cemetery, sometimes storing them overnight in his blacksmith’s shop; how times have changed! Later his son George II started a second-hand furniture shop in Worcester and apparently became something of a Del Boy in the town. Unfortunately things didn’t work out and the business fell on hard times eventually sending George II into bankruptcy. Undaunted he worked hard to pay off his debts and started the removals company proper. Everything went well until the outbreak of war when the government seized the company’s vehicles. The present George’s father, George III who had been working in the business, was called into military service rising through the ranks to Sergeant Major. After the war he set about re-starting the removals business. In those days that was no mean feat because unlike today you needed a licence to operate. Despite the difficulties George fought tooth-and-nail to get back into the business and eventually succeeded. The company’s red and yellow vans soon became a familiar sight on the streets of Worcester.

Today Lambs operates a small fleet of four vans and employs four staff, two drivers and two porters. The company’s 20,000ft Warehouse in the centre of Worcester has excellent loading and unloading facilities and would make an ideal Midlands location for a larger organisation. “We really need to find a buyer by December when our lease is up for renewal,” said George. “Our landlords are aware of our intention to sell the business and there will be no difficulty in obtaining a new lease.”

Please contact George or Margaret on 01905 25204, or e-mail George-lamb@tiscali.co.uk for more details.
The Big Yellow Van company was started by Luke Terry, previously a plumber, and his business partner Eddie Raynor three years ago. It’s nothing to do with the self storage company of a similar name despite having one of its depots just around the corner. Luke chose the name because, at that time, they had a big yellow van. Simple enough!

The company employs no staff, has no vans, does not have a warehouse, does not buy materials and yet runs a thriving taxi truck service with many satisfied customers. The principle is simple. Drivers with their own 3.5 tonne vans pay Big Yellow £220 a week; less if they have days off. For that, Big Yellow spends money on promotion, answers the phone and takes the bookings, and farms out the work to its drivers. The drivers take payment direct from the customers and keep it all.

Most of the jobs they get are small, say a couple of hours work maximum, so they can do six or seven in a day. Charges start at £12/hour, depending on the service wanted, and there are some additional charges for mileage, stairs, and the congestion charge. If materials are required the driver buys them from his own sources and charges the customer accordingly.

“We’ll do whatever the customer wants,” said Luke. “We even have people who will dismantle or assemble furniture and do handyman jobs. Most jobs are local but we have done a four-bedroom move to Portugal and once moved a stuffed stag from London to Edinburgh. If it will go in the van, we’ll take it.”

Luke Terry

An alternative view of moving

In the moving industry we spend a lot of time talking about comprehensive service, ISO standards, warehouses, trucks, staff, materials and so on. But it is possible to make a perfectly good, legitimate living, and provide the service that customers want, with none of these things. Steve Jordan visited the Big Yellow Van Company in Wimbledon to find out how.
Mac’s Truck Sales Ltd has been owned and run by three generations of the same family, and has been supplying furniture vans to the industry, for the last 38 years. From 7.5 tonne up to 18 tonne, we always try to hold stock vehicles to suit the needs of the removals industry.

Tel: 01422 311999/07836 646227
More vehicles available at: www.macstrucks.co.uk

817-819 Newhey Road, Outlane, Huddersfield, HD3 3FG
PPS crate rental expands into moving industry

PPS, the company that has provided returnable packaging to clients in commercial and industrial sectors throughout the UK and Europe for ten years, has expanded its activities into the removals and storage industry.

PPS will offer long or short-term rental of a comprehensive range of reusable, stackable plastic crates and removal equipment to professional commercial removal companies or facilities managers looking to relocate commercial and public sector offices, colleges or businesses and provide safe handling and secure storage.

The lidded office crates can be provided with accessories to protect the contents, including seals for added security and labels to ensure transport operations run smoothly. Certain items need extra protection so PPS can provide specially designed computer crates and bubble wrap to protect the contents. To make it easier and support safe handling, PPS can also provide sack trucks and dollies to transport the crates.

From receiving an order, PPS will take the responsibility for delivering the agreed number of clean crates on a scheduled date, enabling them to be taken the responsibility for delivering the agreed number of clean crates on a scheduled date, enabling them to be safely stored.

PPS provides a flexible service for customers and appreciates there may be a need to extend the rental periods or increase the number of crates on hire.

Further details from Joanne Moss on Tel: 01530 515333 or visit www.ppsequipment.co.uk.

Removals truck with new ‘super strength panel’

Richard Healey Removals Ltd of Beith, a family run business since 1965, has been relishing growth and new challenges due to its unrivalled customer care and quality of service.

With the company booming, a demand for a new, fuel efficient vehicle became necessary. In 2011, Richard Healey, Director, approached Tekbo with a proposal to build a five pallet furniture body on a new DAF CF65 with the aim to maximize payload and fuel efficiency by minimising aerodynamic resistance through shaping bodywork and lightweight construction. Tekbo was first choice for this new build as Richard Healey Removals has been using them for manufacturing and refurbishing of their van bodies since 2001.

Tekbo was established by Gavin Brownlie and Colin Dyer in 2000. Combining their knowledge and experience of commercial vehicle body building has contributed to the continued growth of the company. The core strength is the ability to design and manufacture in-house products tailored to meet the demands of the customers whilst providing quality products with minimum maintenance.

This project included the use of pioneering technology and design to create a body that met the needs of Richard Healey Removals. The typical manufacturing process of a commercial vehicle body box body involves attaching internal upright spines to a GRP flat sheet or GRP plywood panel. This process has a payload weight disadvantage and inherent problems with cracking and spines loosening over the vehicle’s life being all too common, so a new approach to developing a combi-panel design was required.

The design resulted in the development of a completely new process including a ‘New Super Strength’ lightweight panel with shaped stiffeners coated on both sides with glass fibre reinforced polyester resin. The finished vehicle was built and has achieved a payload of 10,800kg which is a 15-20% improvement on previous designs.

The vehicle has some unique features and benefits:

- Curved roof line at rear of bodywork designed to angle air flow;
- Rear of bodywork tapered to reduce drag;
- Radius cant rails;
- Side container doors with internal seals to improve visual appearance;
- Rear lockers with tunnel for access to both sides of the vehicle;
- LED slope mounted internal lights;
- Multi-attachment ramp for positioning at any point on side entry;
- Integrated rear tow bar;
- Reverse docking LED lights;
- ABS buffer protection.

The vehicle has already started winning awards: 3rd Place Best Kept Rigid and 3rd Place Best Working Rigid Truck at Truckfest Scotland and 2nd Place Best Kept New Truck at Truckfest Ireland in August. Barry Howitt is the proud driver of the new vehicle. “I am very pleased with the new truck and the new superspace cab provides excellent driver comfort. The new type of body gives excellent fuel efficiency and it makes for very easy loading,” he said.

Richard Healey Removals is very pleased with the new truck and design and has placed an order for yet another new truck.

PPS equipment build DAF CF65 with ‘New Super Strength’ panels.

Movers nominated in the 2012 European EMMA Awards

Moving companies have been well represented in the nominations for this year’s European EMMA (Expatriate Management Mobility Award) awards. The EMMA awards are billed as the most prestigious awards in the international relocation industry and widely considered to be the Oscars of the global mobility industry. This year’s nominations from moving companies are:

- Most effective use of technology
- 360 Relocations

Thought Leadership – Best Survey or Research Study of the Year

Interdean

International Moving Company of the Year

Atlas International

Bounes

Elite Moving Systems

Oceanair

Pickfords

Robinsons Relocation

Sterling

Unigroup

Relocation Management Company of the Year

Sterling

Interdean

Global Mobility Professional of the Year

(Service Provider)

Barrie Gilmour (Interdean)

Global Mobility Rising Star of the Year

Andrew Eillian (360 Relocation)

Andy Elson (Interdean)

Rebecca Gonzaga (Sterling)

Tony Stone (Interdean)

Interdean won the Relocation Management Company of the Year award in 2011. Robinsons International won the award for the International Moving Company of the year in both 2010 and 2011. Anthony Robinson said that he was hopeful of making it three in a row.

The results of the 2012 EMMA awards will be announced at a gala dinner to be held at the Plaza Riverbank, in London on 19 October.

Interdean won the Relocation Management Company of the Year award in 2011. Robinsons International won the award for the International Moving Company of the year in both 2010 and 2011. Anthony Robinson said that he was hopeful of making it three in a row.

The results of the 2012 EMMA awards will be announced at a gala dinner to be held at the Plaza Riverbank, in London on 19 October.

Anthony Robinson at last year’s EMMA awards.
Bournes supports STUBS London to Paris bike Ride

Once again Bournes Removals supported STUBS in its annual London to Paris bike ride to raise funds to provide support for UK armed services personnel and their families.

Over three days, starting 23 August, a team cycled from St Paul’s Cathedral in London to the Eifel Tower in Paris. The route took them from London down to Newhaven, stopping on the way at DMRC Headley Court, the main tri-service rehabilitation centre, giving riders the opportunity to meet some of the severely injured servicemen and women who they were raising funds for. After a quick ferry ride from Newhaven it was on from Dieppe via the Avenue Verte, a converted former railway line, through delightful Norman scenery towards the second night stop at Gournay en Bray. From there the team completed the final 100k riding on to the Arc De Triomphe before finishing at the Eiffel Tower.

The ten riders have raised just under £10,000 for STUBS to date and are expecting the final figure to top £12,000 - a fantastic achievement.

Bournes provides support and assistance to the team in transporting the riders’ bikes on completion of the challenge, which leaves them free to enjoy a much deserved rest and easy trip home!

STUBS is a registered charity that provides practical support for UK armed services personnel injured on duty, war widows and their dependants, service veterans and other armed services personnel. A key aspect of their work is providing soldiers from DMRC Headley Court, the military rehabilitation centre made famous by the Help the Heroes campaign, with the opportunity to attend sporting events. With future funding, they aim to extend this opportunity to all veterans to show them how much their efforts are respected.

For more information on the annual event and STUBS visit: www.londonparisbikeride.org.uk/about_STUBS.shtml.

Moving Gervinho – almost

It was with some excitement that the crew from Rogers Removals arrived outside the home of Arsenal and Ivory Coast footballing star, Gervinho to move him from his home in Cockfosters to another local address.

All had been hand picked as they were Arsenal fans and all, no doubt, were hoping to pick up a few ‘keepy uppy’ tips at the very least.

All went well at first. The team packed and loaded around 1,100ft³ into one 7.5 tonne truck leaving Gervinho and his family all the essential overnight things to be loaded into a second similar vehicle the following day. “We thought the move was going to plan and we waited (as usual) for the keys to come through for the new property,” explained Dennis Rogers. “However, at 3pm we learned that the deal had fallen through and we were asked to return everything to where we had found it in the original property. By 7pm we had unloaded and unpacked all of the essentials and left Gervinho and his family comfortable if a little fed up.”

With a remarkably philosophical attitude Gervinho told the crew that he didn’t intend to attempt to move again as he was happy where he was. “However, we have since learned that we may soon be instructed again to have another go at successfully moving him,” said Dennis.

Gervinho was kind enough to take a picture with the team although, at the time he hadn’t yet learned that the deal had fallen through so he was still smiling. “Despite his unpleasant day he did rate our overall level of service as ‘Excellent’ on our feedback form,” said Dennis. What a nice guy!

When it comes to crate rental, it pays to call people you know you can trust. Call John Mitchell on 07800 983908 or Nick Flaxman on 07791 632293.

Serving you from Bristol, London, Birmingham, Manchester and Livingstone.
How many times, as a mover, have you needed someone to help out with a non-moving service? Maybe a gas cooker needs plumbing in, a picture hung, or a shelf put up and you just don’t have the time to help them. That’s what Darren House does. Call him a handyman if you like – but it’s a bit more than that.

Darren joined the moving industry in 1994 with Cadogan Tate and during his career he worked with Bishops Move, Farrer and Fenwick, Stephen Morris Shipping and, most recently, with Wentworth. Darren is a practical chap. Throughout his time working with movers he doubled up with a military career as an engineer in the TA Regiment. Darren would take every opportunity to go on secondment with the TA when time allowed, particularly during the quieter winter months.

“I spent my time building bridges, building runways, driving and blowing things up, it was just like the moving business really.”

Darren House

in October last year, he left the industry. That meant, of course, he also had to leave behind his BAR work that he enjoyed so much. “I loved being involved with the people and the management,” he said. “When I had to leave it was a bit like being expelled from school.”

But Darren didn’t wait too long before renewing his contacts. He had a few months off as breathing space, before starting his new company In House Services – a rather neat play on words. When working in operations Darren had always found it hard to find reliable, practical people who could turn their hands to almost any household job as an added value service to his customers. Using his TA experience, his moving experience, his driving qualifications, and his experience in DIY, he decided to fill the gap.

“I can do most things around the house,” he said. “Assembling wardrobes, hanging pictures, putting up shelves, removing windows and making good and repairing damage should an accident occur. If I can’t do something I have a network of people who can – electricians, plumbers, gas engineers, even builders.” Darren is also happy to take on removal work, either portering, driving a company’s vehicle or performing discreet moves in his own unmarked van.

Although Darren spent much of his working life working in offices performing a management role, he admits that his heart has always been closer to the road. “I used to get frustrated with the on-road staff sometimes, probably because I was a bit jealous of them,” he said. Now he is firmly in his comfort zone. “I’m just a problem solver. I’m comfortable within myself and know that I’m doing the right thing.”

● If you would like to include handyman services for your customers, but don’t have the skills to do it, contact Darren@inhouse services.org.
What flowers are to hummingbirds, self-storage is to a remover

Hang on, how does that work?
In nature, hummingbirds are constantly on the move collecting nectar from a variety of flowers. In the process, they move pollen from one flower to the next. Pollination is required for the flower to make seeds, allowing the flower to grow and prosper.

In business, removers are constantly on the move collecting household and business items from a variety of customers. They move these items from one household or business to the next. When storage is required self-storage makes perfect sense, as it will allow the remover to grow their business and prosper.

Let’s get together and find out how self-storage can grow your business. We’re just a click away!

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Interdean Rugby 7s Tournament 2012

Interdean held its fifth annual Rugby 7s Tournament on Saturday 18 August, 2012. The event, which was held at the London Wasps Training Ground in Twyford Avenue, raised money for a cause which is dear to the hearts of many, Marie Curie Cancer Care.

There were some great sportsmanship shown by the teams on the day; with a fiercely competitive show on the field. UK rugby clubs clashed with teams from the relocation and moving industry in a bid to win the top prize from Interdean’s notorious tournament.

In the end though, the clear and deserved winners of the Cup were Fox International 7s, who travelled all the way from Wales to take part. London Wasps came in second to take the Plate, followed by the Old Actonians who were awarded the Bowl. SODAM (a team from the London postal service) beat Interdean for 4th place (The Corporate Cup) in a closely contested battle.

A fantastic cause

Marie Curie Cancer Care has been providing support to terminally ill cancer patients and their families for 64 years. The charity dedicates itself to:

- Providing specialist homes for the care of cancer patients;
- Providing nursing for patients at home;
- Educating the public on the symptoms and treatment of cancer;
- Providing urgent welfare needs.

Interdean has been a proud sponsor of Marie Curie Cancer Care for many years and is delighted that the Rugby 7s events have raised in excess of $120,000 (almost £75,000) for this great cause.

Small business fined £10k by HMRC following name change

The Forum of Private Business (FPB) is warning entrepreneurs to fully update HM Revenue & Customs about any changes to their businesses, no matter how small, following a report that one firm is facing a £10k fine for not informing inspectors it had changed its name.

The firm, which did not want to be identified but which has an exemplary record of VAT payments and submitting tax returns on time, was originally hit with a fine of over £30k under VAT notification liabilities contained in the Finance Act 1985 and later the VAT Act 1994.

The fine was imposed after the business changed from a partnership to a limited company without informing HMRC, despite it retaining the same VAT number and regardless of the fact the revenue did not lose out on tax payments. The fine has been reduced to just over £10k after intervention from accountants and the Forum’s Tax Adviser Andrew Needham, of VAT Specialists Ltd, but work is ongoing to further reduce the penalty.

“I am concerned that this is a change in HMRC’s long-standing policy of waiving its technical ability to impose this penalty fine in such circumstances,” said Mr Needham. “If this is carried through and sets a precedent it could result in huge fines being imposed on small businesses which, in reality, have done very little wrong.”

The Forum has criticised HMRC’s disproportionate treatment of small businesses while large companies routinely get away with widespread tax avoidance, and also its all-round poor levels of service.
Government sets employment tribunal fees for employees

Employees will soon have to pay £1,200 to bring an unfair dismissal claim to an employment tribunal. The new fee arrangement will be introduced next summer and follows widespread consultation with business leaders and trade unions.

C
 currently, employees don’t need to pay to make a claim. This has led to complaints from some businesses that it is too easy for disgruntled staff to waste time with frivolous claims. Starting next summer, employees will need to pay a fee upfront to raise a claim and then another when the case is referred to a tribunal.

The measure is designed to reduce the cost that the tribunal system places on the taxpayer. During the financial year 2010-11, there were 218,000 claims and 2,048 appeals at employment tribunals. This cost the taxpayer £84.2m. It’s hoped the new fee system will encourage employers and claimants to mediate or settle a claim through negotiation without having to proceed to a full hearing.

Justice Minister Jonathan Djanogly said: “It’s not fair on the taxpayer to foot the entire £84 million bill for people to escalate workplace disputes to a tribunal. We want people, where possible, to avoid drawn-out disputes which emotionally damage workers and financially damage businesses.”

The government has made the fees slightly lower than they had originally planned to “strike a fair balance” between people with genuine claims and employers defending themselves against frivolous claims.

Claims will be divided into two categories and will be charged accordingly. A ‘level 1’ claim includes matters such as holiday pay and redundancy. A ‘level 2’ claim covers issues such as discrimination and unfair dismissal. A level 1 claim will cost an issue fee of £160. If the case is taken to a full hearing a further £230 will be payable making a total cost of £390. Level 2 claims will cost an initial £250 plus a hearing fee of £950 making a total of £1,200. The fee for mediation by a judge will be £600. People on low incomes can apply for exemption from the fees.

If the claimant wins his case it is expected that he would receive the fee back as part of the settlement.

● Please contact Robert Bedford at Machins Solicitors for more information about the issues raised in this article or any aspect of employment law. Call 01582 514000 or e-mail: enquiries@machins.co.uk.

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Worldwide Movers Africa offers our relocation colleagues a wide range of service options. We work with you to help you to devise the right level of relocation support for your client accounts.

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Toyota clears confusion over Thorough Examination

Toyota Material Handling UK is launching a new campaign focused on helping customers understand Thorough Examination.

At
 Thorough Examination is a legal requirement for fork lift trucks and lifting equipment but many customers are unsure what a Thorough Examination entails and who is responsible for making sure equipment meets legislation.

Thorough Examination is a clear, definitive procedure which ensures consistent, high national standards for safe, genuine and regular examinations of fork lift trucks in line with PUWER and LOLER regulations. The national accreditation scheme for Thorough Examination is the CFTS (Consolidated Fork Truck Services) that is responsible for administering national accreditation to companies carrying out Thorough Examinations.

Phil Bird, After Sales Director at Toyota Material Handling UK commented: “Like an MOT for a car a Thorough Examination is a legal requirement for lifting equipment, unfortunately confusion arises when customers believe a Thorough Examination is part of a standard service and are not clear on the benefits of a Thorough Examination carried out by a CFTS accredited company”.

● For more information on Thorough Examination visit www.toyotathoroughexamination.co.uk.
The prestigious Downs Course at Goodwood Golf Club was played by 24 golfers, with six cyclists being led across the top of the hills by keen mountain biker, Philip Wildman, Managing Director of Basil Fry & Co.

For once the weather was perfect for golf with a gentle breeze and a cloudless sky although it was perhaps even a bit too warm for the cyclists!

The day started and finished with fine fayre at the beautiful Kennels club house before the cyclists took off up the hill towards Goodwood Racecourse and the golfers followed in the same direction along the bottom of the valley and at a more leisurely pace.

Along the way the golfers were treated to a Beat the Pro Competition from Paul Jones, resident pro at Canford Magna Golf Club, Dorset with only three players succeeding in taking his money!

There were Mulligans and free drops on sale as well as a nearest the pin and longest drive competition, a team prize and a raffle to finish the day with various Olympic and golf goodies on offer.

The cyclists, including Ian Palmer of White & Co., enjoyed a day of strenuous climbs, swooping descents and excellent views across the South Downs.

Paul Jones helped give out the prizes at the end of the day and also took the opportunity to talk about Basil Fry’s chosen charity which is very close to his heart as it was founded by his wife, Natasha Jones, when she was diagnosed with leukaemia two weeks after giving birth to their second son, Alfie, seven years ago.

Natasha, who was given the all clear two years ago, founded the charity from her hospital bed and while in isolation and the charity has gone from strength to strength over the last six years raising a total of £150,000.

Peter Doman, Account Executive at Bail Fry & Co thanked everyone for their company and generosity following the day’s activities and over a well earned pint and Goodwood lamb burger. Thanks were extended to Goodwood Golf Club, to Royal & Sun Alliance for their continued support of Basil Fry & Company and to Paul Jones for his efforts and the odd stroke saving tip. The total raised on the day was £725.00, a fantastic amount given the numbers attending.

Natasha Jones said, “I would like to thank everyone at Basil Fry for nominating LEAF as their chosen charity this year. They have been a key supporter over the last few years attending various events and Peter (Doman) has also completed the last three Great South Runs for us which has raised in excess of £1,500. We would especially like to thank Basil Fry and RSA on this occasion for organising such a great event for LEAF and we hope everyone enjoyed the day.”

Further details on LEAF can be found at www.leafcharity.com.

**Basil Fry iPad competition**

Those of you who have been following the Basil Fry picture competition on page 5 of The Mover in the last four months will know that this issue has the last pictures in the series and so it’s your chance to win an iPad if you react quickly enough.

All you have to do is to send Greg Wildman a note of the locations of all the seven pictures and, if you are the first e-mail he gets with the correct answer, the iPad is yours. His email address is: gregw@basilfry.co.uk.

Don’t delay. Look at page 5 now for the last pictures and send off your entry. Remember, it’s the first correct entry received that will win.
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Fame-vehicle.com
At Fame we always go lower
New regulations come out throughout Europe all the time. Sometimes it’s hard keeping up with all the changes. Here is a selection of some of the more important ones to keep you up to date. Information courtesy of FEDEMAC.

**SPOTLIGHT ON EUROPE**

**Germany**

**Truck tolls on some four-lane federal trunk roads from August 2012**

On 1 August, 2012, a truck toll was introduced on 1,135 kilometres of four-lane federal trunk roads. Trunk roads are similar to motorways and connected to the German autobahn network. The toll applies to trucks with a gross weight of 12 tonnes or more. A preliminary list, showing federal roads that will be subject to the new toll is available at: www.bag.bund.de

*Source: Toll Collect, Germany*

**Spain**

**Spanish VAT rate rises from 18% to 21%**

On 13 July, 2012, the Spanish Consejo de Ministros (Council of Ministers) approved a Spanish VAT increase from 18% to 21%. The new rate came into effect on 1 September. The reduced VAT rate will rise from 8% to 10%, but the super reduced rate will remain unchanged at 4%. Many goods on the reduced VAT rates, including first-time home purchases, are to be re-categorised at the new 21% standard rate. Spain’s worsening economic position and the recent euro 100 billion bank bailout have forced the increase. Other economic moves include cuts to unemployment benefits and changes to company tax laws.

*Source: FTA UK*

**France**

**Alcohol breathalyser tests (new fines)**

New legislation introduced in July requiring drivers of all motor vehicles to carry a single use breathalyser will be enforced vigorously by French police from 1 November, 2012. In July The Mover reported that fines for non-compliance would be euro 11, however some sources suggest fines of up to euro 375 may be applied.

*Source: FTA UK*

**Bulgaria**

**New regulation on daytime running lights**

It is now compulsory for all vehicles to use daytime running lights or dipped headlights during the day throughout the year in Bulgaria. The new regulation came into force on 7 August, 2012.

*Source: FTA UK*

**United Kingdom**

**Clampdown on drug driving**

A new drug-driving offence is to become law in 2014, making detection easier for police and penalties tougher for offenders. Drivers can be prosecuted for driving while impaired by drugs at present, but there are few convictions when compared with drink-driving.

With no authorised equipment for roadside drug testing in the UK, police conduct what is called a field impairment test, examining such things as pupil dilation, balance and co-ordination. Under the new system, police will be able to screen suspects at the roadside using a so-called drugalyser and then test their blood or urine for drugs. If samples exceed the specified limit for each drug, the penalty will be up to six months in prison and/or a fine of up to £5,000 plus an automatic driving ban of at least a year.

**Italy**

**Rome low emission update**

Rome tightened its restrictions on lorries entering the city from 1 July. Euro 2 and 3 lorries cannot have access from 7:00 to 10:00 and 16:00 to 20:00.

*Source: FTA UK*
Easycrate expands to Hong Kong with new MD

Robert Bradley, CEO of Easycrate said: “Mark is instrumental to the launch of Easycrate in Hong Kong. Being a long time resident, Mark has been extremely helpful in allowing us to assess the compatibility of the solutions that Easycrate offer in the UK with the unique requirements of businesses here. This insight has enabled us to develop bespoke solutions for Hong Kong businesses and residents alike. We are more than confident that Hong Kong will embrace them and consider them invaluable.”

Easycrate offers moving companies an alternative to cardboard boxes for transporting goods. By not having to throw away the boxes once their purpose is complete, it provides a cost effective and environmentally friendly way of relocating any kind of items and can be hired over and over again.

“I strongly believe that plastic box hire enables businesses in Hong Kong a greatly needed alternative to cardboard boxes,” said Mark. “I am happy to be part of Easycrate and look forward to the future.”

Cardboard box vs plastic crate: thoughts from Easycrate

Making paper and cardboard is the third largest user of industrial energy on the planet. What’s more, a great percentage of cardboard does not reach the recycling depot and ends up in landfill. Paper and cardboard make up around 32% of the household rubbish we throw away each year in the UK. Reusable plastic crates offer a green alternative as they can be recycled and have a longer lifecycle, reducing deforestation and landfill.

In terms of practicality in the storage and removals industry, the benefits of using a plastic crate greatly outweigh the benefits of using a cardboard box. You needn’t worry about the contents being too heavy for a cardboard box and risk it ripping, no need to be concerned if the box gets wet and the items inside along the way and you don’t need to worry about where to put the box once you are finished with it because a plastic crate is returnable.
Why your removals staff should have a CSCS card

Would you ever have thought it would be necessary for removal people to hold a CSCS (Construction Skills Certification Scheme) card to carry out a removal? Probably not, but without one your staff can be turned away from a building.

Paul Dyde from Removal Recruitment explains why.

If your staff are delivering to any building that is still the responsibility of a construction company, they will need a CSCS card. Even if the building is complete and there are no construction workers on site, if the buildings have not been signed over to the occupiers the regulations still apply.

Health and Safety on a building site is something never to be underestimated, there are many possible dangers lurking to catch out the unsuspecting visitor. Even if you are only doing a ‘quick’ small delivery or collection your staff will still need a CSCS card.

Statistics for 2010/11 in the UK construction industry show that it is still the highest contributor to fatal injuries in the workplace. For the vast majority of reportable accidents the Health and Safety at Work Act, 1974 is the main legislation applicable. The number of deaths have reduced over the last few years largely owing to the clamp down and tighter regulation resulting in the CSCS testing.

All removal professionals working in new, renovated or buildings where there are construction workers around should be aware of the H&S requirements. The CSCS test makes workers become more aware of the potential dangers and have a greater understanding of what is expected of the employer and the company responsible for the site. If just one life is saved, it is well worth the hassle of studying and taking the test.

If you have a number of staff working in a building or on a building site controlled by a construction company, you will also need to have a trained supervisor, who must have completed the Site Supervisor Safety Training Scheme (SSSTS) prior to carrying out any kind of work.

Consider double-checking with your client when planning a move into a new or refurbished building. If they are moving to an office park or housing estate that is still under construction, check who is responsible for the building. Will you be allowed on site without CSCS cards? Maybe you will need to check with the construction company direct.

You don’t want to miss out on a job because you can’t get access to the building. Adding the phrase “Assuming access to the building or site is possible” to a quotation, may lose you the work. Having CSCS cards removes the doubt.

The need to carry a CSCS card is becoming greater because it seems to be becoming more common for renovated or new buildings not to be signed over to the new occupier until their items have been moved in. This is done so any snagging issues with the construction contractor can be resolved quickly. Anything the client isn’t happy with – including touching up on decoration - will be invoiced by the construction company to the mover.

In practice, the construction company will often charge the removal company more than they would have charged the client so it would be advisable to take the possibility of being charged for snagging into consideration when quoting a move into a renovated or new building.

Adding the phrase “Assuming access to the building or site is possible” to a quotation, may lose you the work. Having CSCS cards removes the doubt.

Removal Recruitment has staff available who have completed SSSTS and hold CSCS cards and can, therefore, ensure that you will gain access to renovated or new buildings even if they have not been signed over by the builder.

To get a CSCS card go to www.cscs.uk.com.
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If you have ever visited China, the chances are you made a pilgrimage to see the Great Wall. It is a true wonder of the ancient world. However, if you are a real adventurer with the zest to get off the beaten track, then you may have visited Xian for a firsthand view of the Terracotta Army - a vast collection of sculptures depicting the armies of Qin Shi Huang, the first Emperor of China (259-210 BC).

First uncovered by chance in 1974 by a group of local farmers, these magnificent pieces date back some 2,000 years, around the time of the construction of the Great Wall. Since their discovery, non-stop archeological digs have unearthed more than 8,000 figures in total, plus 130 chariots, 520 horses and 150 cavalry horses. The digging goes on, and more warriors are being found every year.

You can imagine how highly valued these national treasures are, so when the Chinese government decided to send a set of the precious warriors to Hong Kong in commemoration of the 15th Anniversary of the establishment of the Special Administrative Region (a.k.a. Hong Kong) they had to identify a true logistics expert.

It was not a small responsibility to handle such extraordinarily fragile and irreplaceable pieces of Chinese history - so when we were given the nod to handle the Hong Kong side of things, we were deeply honoured. And a bit nervous!

For months the delicate and complicated mission was planned out in Beijing. The warriors were exquisitely wrapped, packed and crated for their special air cargo flight from China. Arriving in the middle of the night so as to avoid traffic and afford the highest possible degree of security, all had proceeded as planned to that point.

Meanwhile, in Hong Kong, our anxious Asian Tigers Mobility crew was on hand to receive the precious cargo. Once loaded in our newest air-conditioned, air-ride van, they were then transported, under police escort, to the Museum of History where they arrived in flawless condition.

The warriors are part of a more extensive exhibit open to the general public until November 26, 2012. We will then be once again called to give these 2,000 year old artifacts the kind of first-class treatment that our customers have come to expect!
EC consultation on road charging - have your say
The European Commission is undertaking a public consultation in connection with the Charging of the use of road infrastructure.

The consultation period is from 8 August, 2012 to 4 November, 2012. Anyone interested can have their say by completing either a long or short survey at http://ec.europa.eu (visit www.themover.co.uk for the full URL).

This public consultation is to explore the scope for possible new European Commission initiatives on road charging. Back in 2008 the Commission adopted the Communication on a strategy for what it called the ‘internalisation of external costs’ which is designed to ensure that both the user and the polluter pays the marginal cost for the use of infrastructure and for noise, pollution and congestion.

Contributions can also be made by e-mail to: move-road-charging@ec.europa.eu or by post to: European Commission DG MOVE, Unit D.3 – Land Transport, DM28 – 471 B-1049 Brussels.

Information courtesy of FEDEMAC.

Star wins EU contract
The Delegation of European Union (EU) contract for all EU local staffing was awarded to Washington, DC-based moving company Star International Movers after a competitive bid selection process on 14 August. The award includes two contracts: one for storage, and one for local moving. Star will store approximately 70,000 to 90,000 pounds of EU furniture inventory in its secure warehouses in Sterling, VA.

“We were pleased to be selected by the European Union to handle their storage and moving needs. Our commitment to using the industry’s latest technological tools for efficient and accurate inventory control and warehousing enables us to offer the EU the service they needed to efficiently assist their staff,” said Jimmy Re, President of Star.

EUROMOVERS helps the sick of Malawi
Following a recent presentation at the BAR/Yorkshire Area meeting, Specialised Movers offered to provide and finance the sea freight of hospital supplies, equipment and personal effects for Lucy Fisher.

Graham Puddephatt of Reason Global insurance is the Yorkshire Area Chairman and with obvious early discussions to assist Lucy, had contacted Rolf Ossmann of Worldwide Movers in Malawi, who had offered to deal with the customs clearance and onward delivery to the Hospital in Malawi.

Lucy has just finished her nursing degree, and is required to have a placement in a hospital, as she had already trained extensively within a UK hospital; she felt going to an overseas hospital would be both rewarding and great experience. She has chosen Zomba in Malawi as a destination for her elective placement, to consolidate skills, gain experience and volunteer in a hospital within a developing country, to gain experience and volunteer in a hospital, as she had already trained extensively within a UK hospital; she felt going to an overseas hospital would be both rewarding and great experience. She has chosen Zomba in Malawi as a destination for her elective placement, to consolidate skills, gain experience and volunteer in a hospital within a developing country, gaining an understanding of the challenges faced by staff working with minimal resources (i.e. staff, equipment) in order to cater to the demands of the local district.

From understanding how the facility runs and the training provided to nurses there, she would like to build on the experience of previous students who have volunteered there, to focus on developing a relationship between the department of health sciences in Zomba and the department of health sciences in York to augment a sustainable learning environment for nurses out there.

Nigel and Carole Shaw were touched by this story, and knowing the pitfalls of exports to Africa, offered to finance and forward the Shipment to Blantyre (the inland port in Malawi). “Lucy delivered the goods to our depot in Sheffield where we packed the goods in to two telescopic lift vans, then with the consignment ready to go we called our preferred freight forwarders, he advised us to contact a company in Manchester called Cardinal Maritime, who gave us a dedicated point of contact named Gerard Lyons, who understood the total system of shipments to Africa and assisted all the way. The consignment was delivered to Manchester on 10 August and will be on its way to Malawi on 16 August with a 45 day transit time.”

All in all, “a credit to the EUROMOVERS network and Cardinal Maritime for assisting the sick and needy of Malawi”.

Santa Fe Fun Run
If you are attending the IAM conference in Washington DC this October, you really should be doing the Santa Fe Group Charity Run in aid of the Johns Hopkins Fund for Breast Cancer Research.

This will be the ninth fun run organised by Santa Fe in aid of the charity. Every year, the company organises the event during the IAM convention and has raised huge sums both from the entry fee itself and from the prize draw held at the Red Horse cocktail party that same evening.

Entry to the race (which can be a jog, walk or amble as you see fit) will cost you $50 unless, of course, you would like to pay more in support of the charity, which many people do. This year the company hopes to raise a record $50,000 with the event. To register just e-mail Bryce Burns on jhscancerrun@santafe.com.
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THE CHANNEL ISLANDS

Moving on a small island

The Channel Islands have become a second home to F1 racing drivers, pop stars, reclusive business men and of course the finance industry, where accountants perform financial alchemy for the rich and famous including comedians and members of successful boy bands.

"Over the last five decades we've been asked to ship all kinds of weird and wonderful items to the Islands ..."

Daniel Burton

The Islands are a British Crown Dependency and are not part of the UK or the EU, although Britain is responsible for their defence and foreign policy. During the Second World War the Channel Islands were the only part of the British Commonwealth to be occupied by the German army. Under their rule the Islands became a fortress and many relics from those dark days can still be seen in the form of huge concrete structures still looking out to sea towards the English coast.

Today, around 160,000 people live on the Islands and there is a healthy market for removals, both internally and overseas. However, only a few companies have developed the knowledge and expertise to deal with the many challenges that operating on the Islands present.

White & Co has been moving people and goods to and from the Channel Islands since the 1960s and has branches on the main islands of Jersey and Guernsey. An average of 170 containers are shipped to each island every year from the company’s base in Portsmouth containing everything from household effects, for private and corporate clients, to new furniture from major retailers on the mainland. A daily groupage service is also available which can be accessed through any of Whites 14 branches in the UK.

"Sometimes we’re asked to ship some very unusual items," said Operations Manager Daniel Burton. "Over the last five decades we’ve been asked to ship all kinds of weird and wonderful items to the Islands including a life-size fibreglass rhino for a well known actor, mannequins cut out in full ladies lingerie, a life-size copper horse, swimming pools, boats, priceless pieces of artwork, antiques - you name it we’ve more than likely shipped it."

The company also ships vehicles to both islands using the roll-on roll-off ferry service from Portsmouth.

The housing and roads on the Islands have evolved over many years rather than been carefully planned. This has inevitably led to narrow streets and difficult access to many properties. Most roads outside the Islands’ capitals are little more than country lanes with severe access problems. Permission has to be granted by the authorities for moves within St. Peter Port and St. Helier, which usually takes between two and four weeks to obtain. Vehicles over seven-foot-six are not allowed to operate on Jersey without a special permit and there are similar restrictions on neighbouring Guernsey.

White & Co operates a fleet of small vans to transport items decanted at the docks from 20ft containers; although on rare occasions it is possible to deliver the whole consignment directly to the address.

A recent change in legislation requires removals companies to complete an online manifesto for all shipments (household and new furniture) destined for Jersey; this is not yet required for Guernsey but will probably be introduced soon. Another fairly recent change is the introduction of a goods and services tax (GST) on new furniture entering Jersey charged at 5%. At present Guernsey does not levy the charge but is expected to follow Jersey’s lead before long. Mercifully the islands are not subject to the 20% VAT charged on the mainland. Customs are always looking to charge duty on alcohol being shipped to the Islands. In some cases shipments can be detained awaiting collection of as little as £10 duty, so it’s important to advise clients not to include alcohol amongst their household effects.

White & Co also ship to the nearby islands of Sark and Alderney, which has its own challenges as Guernsey Branch Manager Steve Hammer explained. "Alderney is not too much of a problem, we can ship 20ft containers there for delivery via small vans and fly our staff across to meet the containers and unload. But for Sark we have to cross load into 8ft, 350ft containers which are then shipped across to the Island and carted about behind tractors. A tractor being the only powered vehicle allowed on the Island."

Undertaking a move to the Channel Islands is clearly far from straightforward given the vehicle restrictions, difficulties with access and customs regulations. Using White & Co’s trade service may provide the answer for removals companies quoting for a Channel Island move. "They can either deliver the consignment to one of our branches, or we’ll collect it from the removals company’s depot and have it shipped in one of our 20ft containers,” said Daniel Burton. “We’ll handle all the customs clearance and complete the move on the Islands. We have good trade rates so there is plenty of room to make a decent margin – we’ll take care of everything.”

Daily service to the Isle of Wight

White & Co operates a daily service to the Isle of Wight from its Portsmouth Branch, with competitive rates for both full and part loads.

E-mail Daniel Burton: portsmouth@whiteandcompany.co.uk.
Tel: 02392 663 221.

Moves to the Balearics

White & Co also operates a weekly road train service from the UK to Majorca, Menorca and Ibiza and is able to offer destination delivery and shuttle services to trade customers throughout the Balearics.

Enquiries and bookings should be made through White & Co’s Bournemouth office.
E-mail: bournemouth@whiteandcompany.co.uk.
Tel: 01202 577 062.
American slackliner Faith Dickey walks a slackline between two trucks driving at full speed.

Volvo truck stunt a big hit on YouTube

In a stunt set up by Volvo to demonstrate the precision control of its new trucks, a young woman has walked a slackline between two trucks driving at full speed.

It’s a stunt never before attempted and one that even stunned the Hollywood director of the film now available on YouTube.

The woman on the line is American slackliner Faith Dickey. She is the world record-holder in highlining, a young sport which is all about walking on a line as high and far as possible. “I’m used to heights, long lines and lines that sway in the wind. But those lines are firmly anchored to cliff-faces. Walking a line attached to two moving points is something quite different,” she said.

Peter Pedrero, who normally works with stunts in films such as James Bond, Harry Potter and Pirates of the Caribbean, said he was dumbstruck when he heard about the idea. “And here was I thinking that every imaginable stunt had already been done. The fact is that nobody has ever before walked a line between two moving trucks. It felt like an enormous challenge, and it’s challenges that get me going.”

The film’s director, Oscar-nominated Henry Alex Rubin, was also encouraged by the difficulty of the filming. “My favourite kind of shoot is when someone tells me something is impossible to film. When I hear no, it makes me want to move mountains,” he said.

The force behind the film is Volvo Trucks and the aim is to highlight the driveability and superior handling of the company’s latest truck model, the new Volvo FH. The stunt was possible to carry out due to the excellent stability and handling of the new Volvo FH, and thanks to this stability both trucks could maintain a steady gap throughout the stunt.

“It’s not enough simply to say that we are good. We wanted to demonstrate just how much progress we’ve made in the area of driveability and handling,” said Ulf Nordqvist, Project Manager for the new Volvo FH series. The world premiere and official launch of the Volvo FH Series was held on September 5, 2012.

LESS THAN TWO YEARS TO GO FOR DRIVER CPC

For the majority of UK HGV licence holders there are now less than two years before the deadline to complete 35 hours (5 days) of Periodic Training for their Driver CPC qualification. This is a fact that no driver or their employer can ignore. If you drive professionally and haven’t yet completed (or even started) your training – it’s time you did.

FTA offers Certificate of Excellence in Van Operations

The Freight Transport Association (FTA) is offering a new training course for van operators: the Certificate of Excellence for Van Operators.

The course is for individuals managing or supervising freight van fleets and is aimed at raising standards across van operations. FTA’s Van Excellence scheme was launched in 2010 to promote high standards of van operation and driving by accrediting operators against an industry code of good practice.

Mark Cartwright, FTA’s Head of Vans and LCVs, said: "Any organisation operating vehicles as part of its business activity must ensure the safety of drivers and the public, as failure to do so can have serious consequences. This course will provide van operators with a wealth of best practice guidance for operating safely, legally and efficiently and is designed to help raise standards across van operations."

The course covers areas such as vehicle maintenance systems, vehicle administration, driver licensing, securing of loads, speed limits/limiters, towing equipment and driver identification, behaviour and competence. All delegates will undertake an assessment at the end of the course and on successful completion will be issued with an FTA Certificate of Excellence, valid for a period of three years.

Drink drive casualties up

The number of fatal accidents involving drink drivers last year rose by 18%, from 220 in 2010 to 260 in 2011 according to figures published by the Department for Transport (DTF).

In the same period, the number of people killed in drink drive accidents increased by 12%, from 250 to 280. This means that 15% of all fatalities in road accidents involved drink driving.

Other findings include:
• The total number of drink drive accidents increased by 1.5%, from 6,630 to 6,730;
• The total number of casualties involving drink driving rose by 3%, from 9,700 in 2010 to 9,990 in 2011.

The rise in drink drive casualties follows a drop in 2010, when drink drive fatalities were at their lowest in thirty years.

IAM chief executive Simon Best said: “Any rise in drink drive casualties is worrying, with 15% of all road fatalities involving a drink driver there is clearly more to be done to reduce casualties. The problem is many crashes occur in the morning after – there needs to be more education on the effects of drinking after drinking. A heavy night drinking could leave you over the limit the morning after. The message to all drivers is don’t drink and drive.”
Lars reflects on 40 years in business

Santa Fe Group CEO Lars Lykke Iversen is celebrating 40 years in business this year. As his name suggests, Lars is Danish, however he has lived overseas for more than 36 years including living in Hong Kong for over 20 years.

After Santa Fe purchased Interdean last year Lars and his wife Wendy, moved to the UK to oversee the new Group from the Interdean office in London. Steve Jordan took a trip to London NW10, the hub of the UK international moving industry, to have a chat with him about his career so far and his plans for the future.

Lars began his career with the Santa Fe Group’s parent company EAC (East Asiatic Company), in 1972 in Copenhagen. Since then, he has managed to build one of the world’s best global relocation companies. Lars joined EAC in the hope that it would give him the opportunity to travel. After four years training and a year riding horses in the Danish Army as a member of the Queens Guards, he got his wish. “I wanted to go to Africa or Asia,” he said. But it was to the company’s Vancouver Shipping Department that Lars was posted. There he stayed for six years, meeting Wendy, and subsequently being posted to Pasadena in California to set up a shipping office for the company’s Trans Pacific service.

In 1986, Lars and Wendy relocated to Hong Kong where he successfully managed the flotation of EAC in 1988 by EAC and the successful merger of Santa Fe Transport in 1988 with EAC and the successful merger of Santa Fe and Global Silver Hawk in 2001. In 2010 and 2011, Lars subsequently closed major deals, engaging with Wridgways in Australia and Interdean in Europe, providing customers with an end to end solution across the globe.

“We didn’t want to start from scratch in Australia,” said Lars. “It’s a mature market with a lot of good players. When we bought Wridgways it doubled the size of the company.” Of course, when you move into a new area you have to accept that you will lose the reciprocal business from your previous partners. But Lars feels that it was the right decision. “We certainly gained more than we lost.”

The argument was similar in Europe too. Interdean had already sold its Asian offices, so when Santa Fe acquired Interdean there was no overlap in coverage. “We would not have gone into Europe unless this type of opportunity had arisen,” said Lars. “It would have taken too long to set up and we would have lost too much business from our existing European partners.”

The story is different in the USA though. “We are very clear on our strategy in the USA. We will not make an acquisition in the US and we will continue to work through our established partners. We understand the business we would lose from our partners,” he said. “Interdean Interconex proved that model didn’t work some time ago. We won’t make that same mistake as we respect the long term reciprocal relationships we have already established in the US.”

Santa Fe has, however, recently opened a service centre in Houston run by Fran Vollaro. The Houston office is simply to provide a customer service contact point through which the company’s corporate clients, largely in the oil and gas industry, can be adequately serviced. All physical operations will continue to be provided by Santa Fe’s US partners.

As the CEO of the Santa Fe Group, Lars has developed the company into a leading global organisation with 52 offices around the world. Personally he has amassed a long list of accolades including being a long-standing member of the Board of Directors for ERC and has been awarded the Meritorious Service Award; Past Chairman of The Danish Business Association of Hong Kong; Board member of Far East Movers Association; and is a member of the APAC Program Task Force. Lars also spent nine years on the Board of OMNI including two years as its president.

While the company has focused primarily on corporate moving and relocation services, Lars feels that the direct consumer side of the business is likely to see an increase if current trends continue. “I think this segment will increase because companies have more people moving around, often for educational and cultural reasons and many have taken to providing these transferees with a cash allowance to handle the move themselves. We see this as a great opportunity for our Group.” Asked what his ambitions were Lars said that they were to see the company continue to grow and prosper. In this regard he wants Santa Fe Group to continue to be seen as a great place for people to work in the industry, all built on a customer-centric philosophy that has been the hallmark of his esteemed career to date.
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For more information on releasing and handling the toll data in DKV eReporting visit: www.dkv-euroservice.com.

GOV.UK is a new single website for government, aiming to deliver simpler, clearer, faster services for users, and savings and innovation for government. In the first instance it is designed to replace the content currently found at Directgov (www.direct.gov.uk) and Businesslink (www.businesslink.gov.uk).

GOV.UK has been accessible as a test site since January 2012 and will be fully launched in October. Shortly after the launch both Businesslink and Directgov will be ‘switched off’.

The GOV.UK team wants to hear what you think about the new content and tools: e-mail them at www.gov.uk/feedback.

Free checks of German tolls from DKV

VOSA moving to new website

VOSA will be moving all its web-based information to a new website: www.gov.uk.

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VOSA impounds trucks in breach of cabotage rules

In July this year a Transport Tribunal ruled in favour of VOSA’s impounding of the trucks of an overseas operator found to be in breach of the rules around cabotage and combined transport.

The vehicles, which were impounded separately late in the spring of 2011, belonged to the same operator, whose record indicated a serial and flagrant disregard of the rules around carrying out domestic haulage in the UK.

One vehicle was stopped and found to be in excess of the three journeys in seven days permitted by cabotage rules. The other vehicle was outside of the restrictions for combined transport. Neither driver was able to produce the required paperwork, so VOSA impounded the vehicles. The operator appealed, arguing that VOSA should not have impounded the vehicles and that they should be permitted to produce the paperwork after the event.

However, the Transport Tribunal that heard the appeal ruled that in both cases VOSA was correct in its actions and agreed that these vehicles had been in breach of the rules for cabotage and combined transport respectively.

The Tribunal also ruled that it is the operator’s duty to prove compliance and that it is not the role of an enforcement officer to stay with a vehicle while paperwork is sent over from another country. This means that documents must be carried in the vehicle and available for inspection at a roadside check and without these documents, the vehicle is operating outside of the rules. Overseas drivers are warned that they must carry and produce the paperwork to support a cabotage or combined transport journey, or their vehicles may be impounded.

VOSA says the message is clear: enforcing the rules around cabotage is key to maintaining a fair and level playing field for GB operators.

VOSA says the message is clear: enforcing the rules around cabotage is key to maintaining a fair and level playing field for GB operators.
Creating a common language for vehicles

Co-operative driving is the vision that traffic and transport can become safer, more efficient and more environmentally friendly if cars are allowed to communicate with each other and the roads they move in. Then they can exchange, via mobile telecommunication, warnings and advisories about weather, road and traffic conditions.

For instance, a car approaching a traffic jam can warn all following drivers in real time about the hazard, a construction site can signal its position to all cars in the vicinity, or drivers can see speed limits and other road signs in their dashboard display in addition to the ones by the roadside.

To make this happen, a common language needs to be developed and the European Commission-sponsored research project took a big step towards this goal when it recently presented its results at the Dutch DITCM test site in Helmond. The DRIVE C2X @ DITCM test site event unveiled the DRIVE C2X reference system, the technology that provides this common language. With the DRIVE C2X reference system it is now for the first time possible to create a harmonised testing environment across Europe. Such a harmonised environment is necessary to make test results comparable under the different circumstances that occur throughout Europe – an important step to give decision makers in industry and public authorities much-needed certainty about the benefits of cooperative driving.

DRIVE C2X is a research project that brings together car manufacturers, research institutes, authorities and information technology providers to provide a pan-European reference for the communication among cars and between cars and the infrastructure (“C2X”). The project, started in 2011 with 31 full partners and 15 support partners co-ordinated by Daimler AG, has an overall budget of 18.8 million euro, with 12.4 million euro requested contributions from the European Commission.

At Helmond, the partners gave visitors from all over Europe and overseas a first demonstration of the technology on public roads. In a 20-minute demonstration tour they experienced how cars send each other information on potential traffic hazards such as an approaching emergency vehicle or obstacles on the road. Also on display was the new interface which shows three levels of alerts, depending on the urgency of the situation.

In total, nine functions were shown: the safety functions Weather Warning, In-Vehicle Signage, Road Works Warning, Obstacle Warning (between cars and from the infrastructure), Approaching Emergency Vehicle, Motorcycle Approaching Indication, and the efficiency function Green Light Optimised Speed Advisory which allows drivers to find the right speed to pass the next traffic light during a green phase – resulting in a quicker, smoother, safer, and environmentally friendlier traffic flow. In addition to the demonstration ride visitors were also treated to a view of the data collection process at the test management centre of the DITCM test site.

Hermann Meyer, ERTICO CEO, said: “The DRIVE C2X event at DITCM in Helmond is solid proof of what co-operation between multiple stakeholders can achieve.”

The DRIVE C2X reference system, shown at this event, will serve as reference software for the six European test sites to deploy interoperable co-operative mobility infrastructure. In parallel DRIVE C2X is conducting a dissemination and promotion campaign to create public awareness for the benefits of this technology and to contribute to the scientific exchange in this thriving research area.

For more information visit www.drive-c2x.eu/project.
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Brits are forking out almost £30,000 on home moves over a lifetime, with Londoners paying 2.5 times the national average cost as a result of significantly higher fees for conveyancing, surveys, estate agent fees and stamp duty tax, according to research from reallymoving.com, a provider of online quotes from home movers.

The greatest cost facing the typical UK home mover, based on an average property value of £228,000, is estate agent fees costing £4,104, followed by stamp duty tax, costing £2,280. A further £805 is spent on conveyancing for the sale and purchase, £355 on a Homebuyer’s Report survey and £60 on an Energy Performance Certificate (EPC).

The average Brit spends £28,952 moving house in a lifetime, compared to £75,972 spent by Londoners.

The total cost of a home move is equivalent to 31% of average annual national earnings, rising to 61% for people moving in London, who usually fall within the higher 3% stamp duty tax bracket. At the
other end of the spectrum, home move costs in Northern Ireland are equivalent to 22% of average earnings.

Total moving costs for first time buyers are substantially lower at £3,700, since they are not required to pay for estate agency fees, conveyancing on a sale or an EPC. They may also save considerably on removals having a lesser volume of possessions to move.

Rosemary Rogers, Director, reallymoving.com said: “Taking a chunk of equity out of your sale to cover the costs of a move is no longer a viable option for many sellers who need to keep hold of their existing equity in order to secure the best possible mortgage rate on their new home. As a result, buyers are more prepared to negotiate hard with estate agents over fees and shop around for the best conveyancing and removals quotes to keep costs as low as possible. Our Moving Cost Calculator shows that contrary to popular belief, stamp duty is only the most expensive moving cost in London and the South East; in fact estate agent fees are 80% higher than stamp duty for the average UK buyer.”

To calculate the cost of a home move, reallymoving’s new Moving Cost Calculator adds together estimated costs for conveyancing, removals, estate agency fees, stamp duty tax, survey and EPC to give a total cost of moving. reallymoving.com was launched in November 1999 and has become the UK’s leading provider of free instant online quotes for home-moving services. The site provides instant quotes for a variety of services including domestic removals, surveys, conveyancing solicitors, Energy Performance Certificates and Scottish Home Reports and a choice between local and national service providers.

For more information visit www.reallymoving.com.

@Comment

Interesting to see how small the cost of removals is as a proportion of the total moving cost. Should we be charging more? Have your say at comment@themover.co.uk.
**AIReS welcomes Thomas True**

Thomas True has joined AIReS as the Director of Operations, Western Region at the company’s West Coast Regional Office in Huntington Beach, CA.

Prior to joining AIReS, Thomas spent over 25 years in the employee relocation industry in various capacities including client relations, strategic planning, global accounting and payroll, and IT software application.

In a recent press release AIReS said: “In his new role Thomas leads the client services and operations teams in the western region, mentoring talent to help meet their full potential, and developing impactful solutions for AIReS’ corporate clients and their global workforce.”

“I am very impressed with AIReS’ commitment to our industry,” said Thomas. “AIReS has a very stable and engaged executive team along with talented industry professionals that are supported by high touch technology.” He also said that AIReS’ strong, debt-free financial position and the company’s ability to rise to the unique challenges were additional reasons for joining.

**Talent for Mobeltransport Danmark**

Responding to the growing challenges faced by young people in Europe in finding employment, Mobeltransport Danmark is adding four young people directly from business school to join the company as trainees in the International Division.

Sabrina Brosoe (20) has joined the Pricing team and Tim Hindsbol (23) has joined the Customer Service team. During the next two year trainee period, Sabrina and Tim will be given the opportunity to learn about all the facets of international moving. An additional two trainees will be hired later in the autumn.

“Being the largest moving and relocation company in the country, we feel a specific responsibility to draw new talent into the business and to provide them with educational opportunities,” said Niels Bach, the company CEO. “Over the years we have had the pleasure of witnessing many young people grow and excel in our company. Many are still working with us – while others have been hired by competing moving companies or found other career opportunities outside the industry.”

According to Gunnar Moeskaer, the company’s Director of Group International Services, in addition to providing career opportunities to young people, Mobeltransport Danmark have for many years been a strong supporter of the FIDI Academy. “Over the past years we have sent more than a dozen young people to EIM training and we are participating continuously in FIDI Webinar training sessions,” said Gunnar. “We have also embraced the new FIDI E-Learning training. Tim has already completed the six modules and Sabrina will follow as soon as she returns from summer vacation.”

“Personally, I find it very gratifying again and again to see young talent develop ...”

Niels Bach

**MS Move Management appoints APAC MD**

MS Move Management has announced the appointment of Zoltan Kosa as Managing Director of its Asian-Pacific Service Centre in Manila.

Zoltan has a long-standing friendship and business collaboration with Lenny Madussi, as well as 25 years’ experience in the moving business. He spent 13 years in Canada before moving to Asia and spending 12 years working between Hong Kong, the Philippines and Thailand managing units that serviced moving and relocation services clients.

Zoltan is a firm believer in the importance of team work and team spirit. The position as APAC managing director is designed to bring unity and a sense of direction to the Philippines team.

**Mathieu Dunod to join Interdean**

Interdean has confirmed that Mathieu Dunod will be joining Interdean in the role of Director Africa Region on 1 October, 2012.

“We are very pleased to have Mathieu join our Group,” said Alan Cartwright, Group Director of Operations. “We have seen tremendous growth in the African continent and so we are looking forward to having Mathieu be a valuable resource and member of our team to support both our clients and partners as we look to maintain the highest levels of service available across Africa.”

Reporting directly to Interdean’s CEO, Dale Collins, Mathieu will be working closely with the Interdean Management Team to manage the company’s service capabilities and expanded the partner network in support of the entire Santa Fe Group.
A world full of trickery

When I was a lad back in the 1950s I remember dad saying to me, “never sign anything son until you’ve read it first.” Good advice, and I bet your dad said the same thing to you. By David Jordan.

The trouble is, in this ever more litigious and complex world, it’s almost impossible to do. Here are a couple of examples. I got off a plane the other day after a ten hour flight and went to the Hertz desk to pick up my hire car. After trying his best to upgrade me to a car twice the size of the one I’d booked, the man behind the desk presented me with a form which he quickly marked with crosses showing me where to sign. I think there were seven crosses, all presumably relating to the faint small print on the back, covering every possible misfortune that could befall me during my time with their precious car and, no doubt, making sure I’d be the one to pay if it all went pear shaped.

Did I read the form before I signed it? No, of course not, and even if I had been feeling in better shape I wouldn’t have either. I’m not a lawyer for a start and anyway after spending ten hours in cattle class I was in no mood to start reading 5,000 words of legal drivel.

A few weeks earlier when I booked the flight on BA’s website I had to tick a box confirming I’d read and agreed their terms and conditions. Like everyone else I ticked the box without reading their Ts&Cs, there’s no option, if you don’t agree with their terms you don’t fly, it’s as simple as that. So what about dad’s advice? Well, it all depends on whose form you’re signing and whether or not you trust them.

Those familiar with Max Ehrmann’s philosophical poem Desiderata will remember the line, “exercise caution in your business affairs for the world is full of trickery.” As well as being a poet Ehrmann made his living as a lawyer and his wise words should echo loud and clear whenever you’re about to sign a legal document. Don’t become a victim, remember what your dad told you and read everything carefully before you sign. Better still, get a reputable lawyer to read it for you, it could save you thousands in the long run.

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Simon Mason joins the family firm

After three years gathering experience in the USA, Simon Mason has now joined John Mason International, one of the UK’s largest moving and storage companies and trade groupage operators. Steve Jordan caught up with him to find out what he’d learned on his travels and how he planned to apply it within the family firm.

Simon Mason now, with his sister Caroline, the fifth generation of Masons to form part of the management team for the family firm, has joined the company full-time after three years gathering experience working in the USA. Simon has returned to the company as its group sales manager with a brief that has an emphasis on corporate sales development.

After completing a degree in international management Simon, on advice from his father Paul who died suddenly in 2009 at the age of just 58, decided to spend some time working in the moving and relocation industry overseas to gain experience of how companies in other cultures operate. “I didn’t want to fully commit until I’d finished university and had some experience,” said Simon. I didn’t want to be pigeon-holed as someone who was automatically going to work for the family company. It can breed complacency. I wanted to finish university and then choose my career on the basis of hard work not because I was entitled to anything.” Simon had worked with the company during the school holidays from the age of 14. He started in the warehouse then, at 16, progressed to working with the packing crews. In his 17th summer he worked on the European trucks to expand his horizons further. But the opportunity to work overseas was one that Simon thought was very important. “John Mason has been in business since 1884 and has been very successful,” he explained. “But I didn’t want to fall into the trap of just knowing the John Mason way and potentially struggling to add value to the organisation.”

In 2009 Simon went off to work with Crown Worldwide Moving and Storage in San Francisco. There he was engaged in an intensive 18-month internship looking at all aspects of the industry and reporting directly to Bob Bowen the CEO. “It was very valuable to me as I was fortunate in being able to work my way around the company gaining front-line experience while simultaneously getting a senior management perspective from Bob.” From there, Simon moved on to Graebel in Chicago as a manager within the International Sales Department. There he learned much about the latest sales techniques and gained experience in employee relocation services. “This is an area that particularly interests me,” said Simon. “I was also fortunate to be included in the Graebel management training programme. It was a great opportunity to gather management experience to build on the theory I had learned during my university course.”

Simon’s globe trotting finished in June 2012 and he took up his new role at John Mason International on 2 July. He paid tribute to the staff and management at the company who stayed behind. “I am very lucky that John Mason International has really great people here so, while I was in the US I was able to focus totally on what I was doing rather than worrying about what was going on at home. My colleagues have done a remarkable job of guiding the company through the recent economic climate.”

He also explained that it was important to reflect upon what he has learned before trying to apply it in a different culture. “Before diving in, I’m going through an intensive on-boarding process spending time with every department in the company before easing into that role 100% of the time,” he explained. “John Mason has been very successful over the last 128 years and I wanted to be careful not to throw the baby out with the bathwater. I don’t want change for change’s sake. I see it as a gradual process. I need to understand what, of what I have learned while overseas, is applicable to our business. I need to get a deeper understanding of our culture and why everyone wants to get up every day to come to work here before I start considering making any changes. In the US they do things differently but I don’t want to dilute our family business ideals. It would be foolish to assume that what works well there would automatically work well here too.”

Although Simon is primarily focussing on corporate sales, he is...
keen to explain that this does not represent a change in direction for the company. “We have always been involved in the corporate business but we have gone about it quietly. Now that I will be involved in developing corporate work full-time we will become more proactive in seeking opportunities. But we are still a specialist international removal and shipping company.” Simon explained that groupage, the trade that the company is best known for in the UK, is still as important as ever. “Just because I will be focusing on corporate does not mean that we will be stepping back from our other business lines. Just because we want to grow in one area doesn’t mean that we have to sacrifice another. I would like to see simultaneous growth between all of our departments and, as group sales manager, it’s my responsibility to see that that happens.”

“John Mason has been very successful over the last 128 years and I wanted to be careful not to throw the baby out with the bathwater. I don’t want change for change’s sake.”

Simon Mason

As part of John Mason’s support of its groupage service it has recently launched a new online portal allowing its UK customers to check rates online instantly and book shipments directly 24/7. The online system also allows users to get immediate quotations online 24-hours a day for groupage shipments to Australia, New Zealand, Canada, USA, Cyprus, and South Africa. The system also provides an opportunity for users to request rates for FCL, air and LCL quotations and to receive a speedy reply. For more information go to: www.jmitrade.com.

There has been another change in Simon’s life in the last couple of years. While he was in California he met and married his wife, Sayde. On 27 August, Sayde delivered a bouncing baby boy, Montgomery Paul Mason, 8lbs 11oz: the sixth generation of Masons.
You may well be facing one of the most difficult business decisions you have ever had to make. What to do with your business now that you’re in the twilight of your career? By Jacqui Mitchell of Baxi Partnership.

Pass it on to the family, sell to competitors in the trade or sell it to a few key managers in the business? These are not your only options. How would you like an exit strategy which would enable you to be in complete control of the whole process? You wouldn’t need to share your financial data with your competitors and you could continue to work in your business for as long as you wanted. In addition, the values of the business would be maintained, it could continue operating from its current location and you wouldn’t need to be concerned about the future for your loyal employees.

All these benefits and more are potentially available if you choose to sell your business to your employees. Moving your company into employee ownership doesn’t require your staff to have the funds available to buy your shares. Instead the buyouts tend to be structured through a mixture of vendor finance and external borrowing. With vendor finance you would receive payments over a number of years from the future profits of the business. There is therefore a real incentive for the employees to work hard to increase profits to ensure that you are repaid as soon as possible. Alternatively, you may put in place a drip-down arrangement to sell your shares gradually over a period of time.

There are also various choices regarding the ownership model chosen. Do you go for a John Lewis model with all the shares held in a trust on behalf of the employees, or do you give your staff shares directly or enable them to purchase them, possibly through the use of a tax efficient share scheme? You may even decide to go for a mixed model which may be viewed as the best of both worlds combining individual share ownership with the stability of having a majority of the shares held in trust.

The benefits of employee ownership for the company include increased productivity and innovation and reduced staff turnover and absenteeism. Financial participation alone is not enough to ensure the full benefits of employee ownership are enjoyed. Employees must genuinely think, feel and act like owners and this can only happen when information is shared and they are consulted on major decisions affecting the company. They must understand fully the rights and responsibilities of ownership and this change doesn’t happen overnight.

Most advisers such as accountants and lawyers are not aware that this is a viable exit option for business owners therefore it is essential that you talk to experts if considering this route.

@Comment
This is a recurring problem in the moving industry especially for family-owned companies. How have you solved it?

Have your say at comment@themover.co.uk.

Jacqui Mitchell

Jacqui originally qualified as a management accountant (ACMA) and founded a successful property business after completion of an MBA. After selling her business, Jacqui worked with a range of private sector organisations and social enterprises supporting them in strategic planning and financial forecasting. Baxi Partnership regularly holds free seminars for anyone wishing to find out more about employee ownership and also offer First Steps Workshops for business owners who are considering the feasibility of this option for their company.

E-mail jacquimitchell@baxipartnership.co.uk.
Your Comments

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

Miles Harbot
BasingstokeMoves.com

I read with interest your Leader in last month’s magazine and I for one have no problem with the National Guild of Movers seeking damages if someone is in breach of their contract with them when their membership ends. We, like all movers I am sure, have quite lengthy terms of business that our customers agree to when booking, and if we do a job and they are in breach of our terms, e.g. access at destination not as described, we will expect the customer to honour the contract and pay us more. Why should we expect to be treated differently to the way we treat our customers?

The moral is, check your contracts before you sign them, but also when they come to an end, to make sure you do what you have agreed to do. In my dealings with the Guild I have always found them to be readily available to answer any queries, and I am sure if I was leaving they would be happy to discuss with me what I needed to do to ensure I did not fall foul of our agreement.

Re: Guild litigation – fair or foul? (Leader)

The Mover, August 2012, page 4

ACROSS
1 Discharged a weapon (5)
4 Walk leisurely (7)
7 Exhaust gases (5)
8 Process of returning to health (8)
9 Components (5)
11 Skin care product (8)
15 Surname of Judas (8)
17 There (anag) (5)
19 Remove a monarch (8)
20 Religious book (5)
21 Long pins (7)
22 Staple (5)

DOWN
1 Construct (9)
2 Salvaged (7)
3 Controlling a vehicle (7)
4 Rarely encountered (6)
5 Type of confectionery (6)
6 Turn inside out (5)
10 Artificial (9)
12 Large household water container (7)
13 Type of cell division (7)
14 Pleasantly smooth; free from discord (6)
16 Spirited horses (6)
18 Artifice (5)
DIARY DATES

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

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

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

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

So, what are you waiting for? Time to get typing.
To take out an annual subscription to The Mover just e-mail adverts@themover.co.uk or telephone Nikki on +44 1908 695500. It’s the easiest way to keep in touch with news from the moving industry worldwide.

BAR Services offers a wide range of products & services specifically designed for the moving industry. The partnership between BAR Services and its customers has resulted in the most comprehensive range of products & services available.

BAR Services is a not-for-profit organisation that was created with a view to working on behalf of the members. By purchasing your packaging products through our company you will receive the added benefit of a yearly rebate and peace of mind that you have bought at an extremely competitive rate. Want to know more? Contact our sales team on (01342) 870087

Tel: 01342 870087 www.barservices.co.uk sales@barservices.co.uk
Walt Disney’s character Donald Duck’s middle name is Fauntleroy.

In June 1974, the first Universal Produce Code scanner was installed at a supermarket in Ohio. The first product to have a bar code included was a packet of Wrigley’s Gum.

When glass breaks, the cracks move faster than 3,000 miles per hour.

To photograph the event, a camera must shoot at a millionth of a second.

Your body is creating and killing 15 million red blood cells per second.

Madrid is the only European capital city not situated on a river.

In the last 4,000 years, no new animals have been domesticated.

Giraffes have no vocal cords.

All porcupines float in water.

A flea expert is called a pullicologist.

---

**Did you know?**

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

A flea expert? You’re pulling my leg!
**MarketPlace**

MarketPlace ads are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).

---

**MV03ERU**

novelty number plate for sale.  
Call Mr Taylor on 01354 695698.

---

**NEED DRIVERS? INCREASED WORKLOAD?**

**SICKNESS/HOLIDAYS?** Supplying 24/7 across London & M25 usually within 1 hour.  
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info@driverondemand.co.uk.

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**LGV TRAINING & DRIVER CPC**

12 venues across London/M25 or At Your Site. Jaupt Accredited RTITB Qualified Instructors  
www.walleschool.co.uk 020 8453 3440.

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**3 STORAGE CONTAINERS.**

Fine art and antique shipping cases. Heavy duty. Excellent Condition. £50. Contact Adam  
Tel: 07717 32336

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**WANTED: USA STYLE MOVING PADS/BLANKETS**

E: david@easy2move.com

---

**M3 MOV PRIVATE NUMBER PLATE ON RETENTION**

£700 + VAT, including transfer fee  
Call Vancraft: 01953 457000

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Earn valuable additional income by helping your customers save money on household bills (they’ll love you!).  
www.sharingwealth.co.uk.

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**CALL 01403 330097, 07791 310363.**

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**CITY & WEST END RELOCATIONS LTD**

company name for sale, sensible offers invited.  
Call Kevin or Alan: 0208 443 3122.

---

**WANTED - TOP SPEC REMOVAL VAN,**

1250/1450cube Vancraft or similar, LEZ compliant, w.h.y?  
e-mail david@easy2move.com

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**WORK WANTED**

Aldershot Based Owner Driver, Plain Mercedes (1750cube) Reliable Porters. Sub-Contract w.h.y?,  
David tel: 01252 328841

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**2003 MERCEDES 814D VARIO**

3-CONTAINER REMOVAL VAN

20ft Vancraft body with side skirt,  
3 side doors, convertible Luton sleeper. Comes with alloy ramps and wheels.  
One owner, MOT’d end Aug 2013,  
£6,495 + VAT.  
Phone: 01455 220088 or 07767 813624  
Photos at: www.hammondsvans.co.uk

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**GEDA REMOVAL HOIST FOR SALE**

Load capacity 200kg.  
Max Height 18.3M.  
Please contact Eamonn on  
00353-86-2552292 for further details.

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**NORTHERN IRELAND**

**FULL AND PART LOADS WEEKLY**

**CALL BRIAN FOR INSTANT RATE**

**TEL 02892 699131**

E: brian.wilton@talktalk.net

www.arrowremovalsonlinejive.com

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**ARROW REMOVALS**

Weekly Back Loads U.K. to Ireland  
Storage & Re-delivery  
Porter & Host Hire in Greater Dublin Area  
**TEL: 353 1 4513585**

E: info@allenremovals.ie  
W: www.allenremovals.ie

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**ALLEN REMOVALS**

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**RARE OPPORTUNITY**

To purchase a long established quality removal & storage company in West London.  
Please Contact Joseph On: 07885 603 000

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**Stephen Morris Shipping**

**WORLDWIDE RELOCATION • FINE ART & ANTIQUES SHIPPING**

**ISRAEL**

The largest consolidators of HHPE from the UK to Israel.  
Weekly with full destination services  
**020 8832 2222**

Stephen Morris Shipping, Unit 9, Ockham Drive,  
Greenford Park, Greenford UB6 0DF  
roger@shipsms.co.uk | www.shipsms.co.uk

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**Stephen Morris Shipping**

**WORLDWIDE RELOCATION • FINE ART & ANTIQUES SHIPPING**

**MALTA & GOZO**

Regular groupage every week  
Full destination services  
**020 8832 2222**

Stephen Morris Shipping, Unit 9, Ockham Drive,  
Greenford Park, Greenford UB6 0DF  
stephen@shipsms.co.uk | www.shipsms.co.uk

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**Allen Removals**

Weekly Back Loads U.K. to Ireland Storage & Re-delivery Porter & Host Hire in Greater Dublin Area  
**TEL: 353 1 4513585**

E: info@allenremovals.ie  
W: www.allenremovals.ie

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**Arrows Removals**

Weekly Back Loads U.K. to Ireland Storage & Re-delivery Porter & Host Hire in Greater Dublin Area  
**TEL: 353 1 4513585**

E: info@allenremovals.ie  
W: www.allenremovals.ie

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**Allen Removals**

Weekly Back Loads U.K. to Ireland Storage & Re-delivery Porter & Host Hire in Greater Dublin Area  
**TEL: 353 1 4513585**

E: info@allenremovals.ie  
W: www.allenremovals.ie

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**TEL: 353 1 4513585**

E: info@allenremovals.ie  
W: www.allenremovals.ie
CALLISTER REMOVALS
ISLE OF MAN
COMPETITIVE TRADE RATES
FULL AND PART LOADS WEEKLY

CONTACT JACKIE AT:
e: info@callisterremovals.co.im
w: callisterremovals.co.im
01624 629975

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EUROMOVERS
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CONTAINER HAULAGE
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ORIGIN & DESTINATION SERVICE
COMMERCIAL STORAGE

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Your Trade and Overseas Agent in Scotland

Leave Switzerland to the experts
Weekly service to and from all areas
Full or part loads
Pre-advised delivery dates
Rates include normal customs clearance

0161 877 5555
diane@bradshawinternational.com
www.bradshawinternational.com
Britannia Bradshaw

RELOCATIONS
Our state of the art road train departing weekly for Germany has space spare at knock down prices.
Contact Andy or Annmarie on 01362 853777
trade@apakmove.co.uk

22 sizes IATA approved wooden air kennels
6 sizes plastic Vari air kennels
For all your Pet export requirements
www.airpets.com

FRANCE - SPAIN - PORTUGAL - ITALY
Weekly Service for the Trade. Call now for best rates
Depots in Preston, Alicante, Malaga
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ESTIMATING TRAINING
delivered by Frank Rose

By KIDD'S SERVICES
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www.kidds.co.uk/training

PIGGY BACK WITH US
Our state of the art road train departing weekly for Germany has space spare at knock down prices.
Contact Andy or Annmarie on 01362 853777
trade@apakmove.co.uk

RELOCATIONS
Our state of the art road train departing weekly for Germany has space spare at knock down prices.
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trade@apakmove.co.uk

_ DRIVER CPC _
JAUPT APPROVED CENTRE JC00809

Plus
Operative Training
The Mover Advertising Rate Card 2012

**MARKETPLACE**

**MARKETPLACE**

<table>
<thead>
<tr>
<th>DISPLAY</th>
<th>1 – 4 insertions</th>
<th>5 – 8 insertions</th>
<th>9 – 12 insertions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full page</td>
<td>£945</td>
<td>£920</td>
<td>£895</td>
</tr>
<tr>
<td>Half page</td>
<td>£600</td>
<td>£585</td>
<td>£570</td>
</tr>
<tr>
<td>Quarter page</td>
<td>£345</td>
<td>£335</td>
<td>£325</td>
</tr>
<tr>
<td>Quarter page single column</td>
<td>£345</td>
<td>£335</td>
<td>£325</td>
</tr>
<tr>
<td>Two column square</td>
<td>£260</td>
<td>£250</td>
<td>£240</td>
</tr>
<tr>
<td>Four by one</td>
<td>£260</td>
<td>£250</td>
<td>£240</td>
</tr>
<tr>
<td>Three by one</td>
<td>£200</td>
<td>£190</td>
<td>£180</td>
</tr>
<tr>
<td>Inside front cover</td>
<td>£1155</td>
<td>£1125</td>
<td>£1095</td>
</tr>
<tr>
<td>Outside back cover</td>
<td>£1210</td>
<td>£1175</td>
<td>£1145</td>
</tr>
<tr>
<td>Centre spread</td>
<td>£1470</td>
<td>£1435</td>
<td>£1395</td>
</tr>
</tbody>
</table>

**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 |

**INSERTS**

| Loose inserts (per 1000 A4 supplied) | £160  | n/a | n/a |

**PLEASE NOTE:**

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

* MarketPlace advertisements are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).
Fully refurbished DAF, fitted with three container bodywork, and air management equipment.

Fully refurbished DAF, fitted with five container bodywork, plus space, and luxury double sleeper pod.

Large selection of chassis/cabs available for new premium quality bodywork
- Repairs & refurbishment carried out to all types of bodywork, with fast turnaround
- Insurance estimates and valuations
- Mail order parts service available from stock
- Non-slip aluminium ramps made to measure

Vancraft – where all the best moves begin
Outstanding quality and service for over 30 years
Often copied - Never equalled
Trade Secrets

Find out what you can achieve on-line with our trade groupage shipping services, and make sure you’re in the know.

We’ve been in the business for 30 years and offer frequent sailings on all routes to major destinations worldwide.

We’ll arrange shipment on the vessel promised and nominate reliable FIDI agents at destination. With depots in London, Manchester and Glasgow we offer a competitive groupage solution wherever you are located.

At Anglo Pacific we understand your business and will ensure that your goods are handled professionally from start to finish.

Visit our website or simply call our friendly experts and get the facts.

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◆ Regular groupage services to Australasia, North America, South Africa, S.E. Asia, Dubai, Cyprus
◆ On-line sailing schedule updates and shipment tracking

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Or visit us at www.anglopacific.co.uk. London, Manchester, Glasgow