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Issue 001 April 2011 www.themover.co.uk

TheMover



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TheMover

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Deadline:

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

Disclaimer:

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

Published by:

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

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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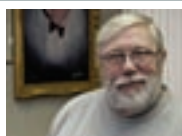
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WELCOME TO THE MOVER



● The Mover will feature news, interviews and insight from right across the moving industry, covering developments in technology, legislation and legal matters, as well as talking to industry experts and luminaries.

Welcome to the first edition of *The Mover*

The Mover is a brand new independent monthly magazine published in the UK for the moving industry.

By **David Jordan**, Deputy Editor

Editor Steve Jordan has been involved with the UK and international moving business for nearly 40 years and will be a familiar face to many of you in the industry. He also has over 15 years experience in publishing for the moving industry.

So what's different about *The Mover*? Why is it so special? To the best of our knowledge there is no magazine for the moving industry, anywhere in the world, that is truly independent. Every other publication is published on behalf of a company or association and is, therefore, subject to editorial restrictions. *The Mover* will have none of those restrictions. The hard copy version will be distributed free to the whole UK market and an electronic version will be sent by e-mail to a rapidly-expanding global database. It will also be available on subscription outside the UK.

We believe *The Mover* will become essential reading for anyone involved in the moving, relocation and storage industries. Anyone will be allowed to advertise and all

editorial contributions will be welcomed and published on their editorial merit without political bias or influence from third parties.

The Mover will provide vital information on a range of subjects including: regulation, marketing, shipping, HR, health and safety, standards and so on, to help movers run their businesses. It will also provide advertising opportunities for suppliers to the industry who were previously denied a route to market.

***The Mover* online**

Not only will *The Mover* be a breath of fresh air in its hard copy magazine format, it will also be a global communication with its roots firmly embedded in the 21st century. In addition to the printed version, there is a new website – www.themover.co.uk – that will support the magazine and provide the information in an easy-to-read format. This will allow anyone to keep up to date with what's going on in the industry from anywhere in the world, even from hand-held devices such as a Blackberry® or iPhone. Time sensitive information

To the best of our knowledge there is no magazine for the moving industry, anywhere in the world, that is truly independent.

will be updated online in real time so readers will always have access to important breaking news.

Advertising

As an independent publication *The Mover* magazine and website will be funded entirely by advertising. Traditional page advertising will form the backbone of this funding and will give advertisers access not only to the whole UK market but, to a rapidly increasing degree, the whole moving industry worldwide. All advertisements will be carried forward to the pdf version available for free download from the website. There has never been an independent publication that offers this level of coverage and the spread will increase with every issue.

We hope you enjoy this first edition of *The Mover* and we look forward to getting your feedback. We also want to hear your news, your comments, your opinions and even your rants. *The Mover* is your opportunity to communicate with the entire moving industry – we hope you will want to be a part of it.





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WHITE
& COMPANY

LEADER

Starting as we mean to go on



Well here it is. The first issue of *The Mover* magazine which is, as far as I know, the only publication aimed at the whole moving industry, not just in the UK but worldwide. Publishing a magazine is quite a liberating experience yet it comes with the responsibility to serve our readers and our advertisers as faithfully as we can. We will always take that responsibility seriously. We will try as best we can to provide something for everyone, whether you are a start-up local move company or a multi-national relocation giant, *The Mover* will try to inform and amuse.

Before I say more I must thank our advertisers. *The Mover* is funded entirely by advertising and, without the support of the companies advertising in this issue and those who have committed to take part in the future, we simply would not have got to first base. For me the last few weeks have been quite humbling with those people giving their support before we could even show them a product. We hope they are delighted with the result and promise to do all we can to give them the value from their advertising that they deserve.

This issue of *The Mover* is work in progress - as all good publications should be. It already carries the mix of stories, interviews, and news announcements that will continue. But, as each monthly issue turns into the next, we intend the magazine to evolve and grow. Your comments, both on the stories themselves and the publication as a whole, will always be welcomed as we strive for continued improvement. Thanks to everyone who provided stories or entrusted their thoughts to our unforgiving tape recorders, for issue one.

By the time you read this www.themover.co.uk will be live. If you prefer you can read all these stories and more online. So the next time you're stuck in an airport or letting the train take the strain, come and see us for all that's new in the moving industry.

Everyone here at *The Mover* hopes that you enjoy this first issue and that you will stay with us as readers for many years to come.

Steve Jordan
Editor



● Kevin Parkinson at Pluscrates' new Bristol depot.

Pluscrates opens new service centre in Bristol

Crate rental specialist Pluscrates has announced the opening of its new premises in Bristol; the new service centre located on the Cala Trading Estate opened its doors for business on 9 February.

The move brings the total number of service centres in the UK to five and will enable the company to optimise its services throughout the southwest of England.

Pluscrates' Managing Director John Mitchell said, "Opening a new centre and taking on all the overheads associated with that is always an important decision. This one was made easier mainly because of the volume of enquiries and the number of orders we've been fulfilling in the region. Opening our south western service centre has immediately enabled us to operate more efficiently, reduce our running costs and offer a more competitive service to our clients and prospective clients. It's a perfect match."

When it came to appointing a manager for the new centre Regional Director Nick Flaxman had a stroke of luck courtesy of social networking site Facebook. "I'd planned to contact a former colleague of mine, Kevin Parkinson

at the appropriate time, but quite by chance I noticed a posting on Facebook saying he was planning a career change. I had to act quickly to get Kevin on board but thankfully I got there in the nick of time and he accepted the job. We've been offering a local service in the area since October last year."

As a local man Kevin was ideally placed to advise on the location of the new depot and after a lot of searching found the ideal building just to the southwest of the city. Although originally from Watford Kevin headed west over forty years ago and now regards himself as a West Country man. He lives in nearby Clevedon with his wife Bobbie, a native Bristolian.

"I love the West Country and would be hard pressed to consider living anywhere else," said Kevin. I'm thrilled that Pluscrates has recognised the benefits of investing in our region and in me. It makes me feel proud and I'm really looking forward to growing our business here."

Read *The Mover* online at
www.themover.co.uk

Driver CPC given a mixed reception

The application of the EU Driver CPC obligations on HGV drivers is now well into its second year.



● Many operators are delaying mandatory driver training because of economic pressure.

From 10 September, 2009 existing HGV licence-holders were obliged to attend a minimum of 35 hours of approved training during the five-year period ending 10 September, 2014.

Dr Mick Jackson, Chief Executive of the freight logistics industry Sector Skills Council, Skills for Logistics, reported that take-up on additional training during the first year had received a mixed reception. "The last year has been tough for the economy and tough for the logistics sector," he said. "For larger employers, driver training has continued as a regular and fundamental element of driver development, and has continued to add value to both the personal performance and job satisfaction of individual drivers, and to the benefit of company operations."

Dr Jackson continued, "However, it appears there is something of a delay in the organisation and take-up of training for drivers employed in many smaller operations. This is perhaps not surprising, bearing in mind the pressures of the economic recession and the stress on costs within all operations. But failure to maximise the skills and efficiency of drivers through a continuous training process is a false economy,

and a lost opportunity to improve the efficient and economic performance of any operation."

The regulations require 35 hours of training to be taken at any time within the five-year period, or spread throughout it. As such it would, theoretically, be possible to delay training until closer to the September 2014 deadline. However, Dr Jackson warns against such an attitude: "Driver training must not be viewed just as a legal obligation, but also as a sensible investment in the primary asset of any company – its people. All such investments must be expected to make a worthwhile return and this is no different."

"Delaying driver training is a dangerous practice and can only store up problems for the future. As well as failing to generate the benefits of improved performance by drivers, delays will inevitably lead to a logjam in the training

backlog towards the end of the process and could result in difficulties and shortages of training opportunities."

"The transport industry is already seeing signs of a shortage of HGV drivers and this will be further complicated by the economic recovery and the demand for more movement of goods. The clear message for all employers is to create a sensible and practical schedule of driver training which not only takes account of both the statutory obligations of the Driver CPC regulations, but also maximises the efficiency of the driver to the enormous benefit of the operator."

Skills for Logistics recently reported a two-year high in the number of vacancies for HGV drivers and forecasts an increase in that trend.

Visit www.skillsforlogistics.org for more information.

Kuehne + Nagel to acquire RH Freight

In line with its growth strategy and the objective to significantly expand its European overland network, Kuehne + Nagel has entered into an agreement to acquire the shares of Rennie's Investment Limited (RH Freight), United Kingdom.

RH Freight, headquartered in Nottingham, has been established for 40 years and is the market leader for groupage freight between continental Europe and the UK. The company employs 630 staff across 17 locations in the UK and at two sites in Finland. Via its hubs in Nottingham and South East London, RH Freight handles 425,000 shipments per year and operates to 32 European destinations daily. Besides its core activities, RH Freight is also active in sea and airfreight as well as contract logistics, with 30,000 sqm of handling space under management.

"Due to its customer orientation, expertise and concentration on daily lines to European destinations, RH Freight fits ideally into Kuehne + Nagel's strategy to expand its European overland network and to offer its customers high quality overland products," said Dirk Reich, Executive Vice President, Kuehne + Nagel International AG responsible for Road & Rail Logistics. "In addition, this acquisition is an important step for further improving Kuehne + Nagel's position as an integrated logistics provider in the UK."

"Over the last few years, we have considerably expanded our service offering and gained competitive advantage due to our strong European operations," said Ian Baxter, Managing Director of the RH Group. "To be even more successful in the future, we need to offer customers a truly global one-stop solution. Combining strengths and international capabilities with Kuehne + Nagel will be of great advantage to our customers and generate a win-win situation for both companies and their employees."

The transaction is subject to the approval of relevant anti-trust authorities.



Comment

What has your company done about the Driver CPC requirements? Are you spreading the training or are you hoping to wait until 2014 and join the last minute rush? Common sense would say you should start early, but what do you think?

Have your say at comment@themover.co.uk

NEWS: INDUSTRY

PHS Teacrate strikes deal with Business Moves Group

PHS Teacrate and Business Moves Group (BMG) have renewed a 3-year exclusive crate supply agreement. BMG has also purchased a core supply of 10,000 company-branded crates from Teacrate to support its nationwide service that operates out of offices in Reading, Birmingham, Manchester, Glasgow and Leeds. Teacrate will also deliver to BMG or client locations across the UK as required.

"Teacrate's national infrastructure and support capabilities were key to us continuing to choose them as our exclusive crate supplier," said Rachel Houghton, Managing Director of BMG. "From our past experience we know that Teacrate's services will add value to our operations."

Teacrate has eight fully stocked service centres and a national fleet of over 50 vehicles on the road each day delivering and collecting crates. The company also operates its 'Cratelink' online crate management system that gives customers 24/7 order processing and tracking facilities.

"We value very highly the relationship that we have built up with BMG," said Paul Bullock, Key Account Manager at Teacrate. "We are delighted that BMG has chosen to continue our successful relationship and we will work together with them to service their requirements as we have always done."

Jo Grant joins Expect Move

Jo Grant has now joined Expect Move in a sales and business development role. Jo has a wealth of international experience and she worked for other leading corporate removal organisations in the London market during the last 10 years. Jo holds a FIDI diploma and has during her career undertaken several other training programs within and outside the industry.

Peter Weltenius, CEO of Expect Move commented: "I am very confident that Jo's skills and dedication to work will contribute to the growth at Expect Move."



Moving the Bureau

When a unique piece of furniture needed to be moved the owner chose ICM Gerson Ltd for the job.



The unique item in question was the Blenheim Bureau which until recently has been displayed in the Blenheim Palace which it depicts.

The Blenheim Bureau is one of the greatest examples of English Baroque architecture designed by Sir John Vanburgh and Nicholas Hawksmoor. Crafted by Viscount Linley, Grandson of Queen Elizabeth II, it is constructed in beautiful French polished mahogany and flame mahogany veneers. The bureau is beautifully decorated with gilded ormolu and carving and incorporates many outstanding features which make David Linley's furniture unique.

On the roll top of the desk section is a wonderful scenic view in marquetry depicting a view of the palace and grounds across the lake with the bridge in the foreground. Much of the bureau encompasses other features of Blenheim Palace, home of the Duke of Marlborough, including in the centre of the top section a copy of the Column of Victory, built to commemorate the victory of Blenheim in 1704. Behind the column is a faceted concave section made of silver



● Top: after careful packing, the base of the bureau is manhandled across the protected floor. Above: The Blenheim Bureau with the model of Blenheim Palace itself

leaf mirrors depicting another famous feature of the palace, the Hall of Mirrors. The clock at the top of the bureau is an exact copy of the Blenheim Clock found in the Clock Tower at the Palace. Within

... the very delicate and ornate nature of this piece required attention to detail and very careful packing.

the roll top of the desk is a precise model of Blenheim Palace itself.

This unique piece of furniture took over 8000 man hours to build and contains no less than 34 secret compartments. It was built in 1999

by David Linley to commemorate the new millennium.

The move of the bureau presented many challenges. Firstly the very delicate and ornate nature of this piece required attention to detail and very careful packing. A representative of the owner was on hand to oversee the dismantling, packing and casing of this marvellous item. The bureau itself was in a restricted space, surrounded by many priceless artefacts within Blenheim Palace, none of which were allowed to be touched or moved but around which the staff of ICM Gerson had to manoeuvre very carefully when moving the bureau.

Due to the great weight of the lower base of the bureau, the carpets and floor tiling of the palace required protecting so no marks, indentations or cracks were left. This involved a very long carry around the corridors of Blenheim Palace and the negotiation of many steps. Added to this, the whole packing and collection process had to be completed before 10.30am when the palace opened to the public.

The whole process was overseen by a senior member of staff from Blenheim Palace who commented afterwards on the care, attention to detail, concern for the palace surroundings and professionalism of the ICM Gerson crew, Foreman Graham Green, Ryan Roirdan, John Buckland and Steve Wheldon. Much planning went into the success of the movement of what is a unique single item and the whole process was managed by Graham Horsler with the assistance of Phil Knee and Tony Swain in the ICM Gerson Ltd office.

Was the operation completed by 10.30am as requested? But of course! With careful planning and on schedule the ICM Gerson crew

left at 10.25am to proceed to the bureau's new location, the owner's house in Putney, where they assisted with its re-assembly and installation much to the delight of its owner, another very satisfied client.

HMRC cracks down on tax cheats

Letters will start to land on the doorsteps of 900 tax cheats, telling known evaders that they are now under increased levels of personal scrutiny as part of the new Managing Deliberate Defaulters (MDD) programme.

MDD will closely monitor the tax affairs of individuals and businesses who have deliberately evaded tax to ensure that they are complying with their tax obligations and have demonstrated a permanent change in their behaviour.

David Gauke, Exchequer Secretary to the Treasury said: "Managing Deliberate Defaulters will deter people from evading tax in the future and reassure honest taxpayers that tax evaders will be dealt with. This government has made it clear that we will not tolerate people who refuse to pay their fair share and HM Revenue & Customs (HMRC) will pursue those who bend or break the rules."

HMRC's Steve Hickman said: "Tax cheat check-ups will involve continued and close scrutiny - it is a real deterrent. If you are thinking about breaking the rules just remember, you could end up with HMRC on your back for five years. We have worked closely with the accountant community to develop this programme and their help has been invaluable in getting the detail right."

The level and term of monitoring will depend on the seriousness of the offence, but it is not envisaged that anyone will be released from the programme within two years. HMRC will continue to check that returns are filed on time and that any tax that is due is paid on time, but there will also be regular reviews

of deliberate defaulters' tax affairs to check that any errors or failings have been put right. There are a variety of ways HMRC can monitor a deliberate defaulter's tax affairs. These include:

- Making announced or unannounced inspection visits to carry out pre-return checks of books and records;
- Asking for certain records so that they can be checked;
- Requiring that additional information or documents are sent in with the person's tax returns;
- Conducting in-depth compliance checks into all or any part of the person's tax affairs;
- Observing and recording the person's business activities and cross-checking details in their accounts. For example, HMRC may

make test purchases or inspect the records of one or more of their suppliers or customers.

- For VAT customers HMRC may:
 - Require submission of quarterly or monthly VAT returns;
 - Require the same accounting periods for VAT and Income Tax or Corporation Tax;
 - Withdraw the use of certain schemes (for example, cash accounting, annual accounting, flat-rate scheme, retail schemes) if HMRC think it is necessary for the protection of the revenue.

Evaders who fail to keep their tax affairs in order will face increasingly intrusive interventions from HMRC and if deliberate evasion continues, HMRC may also start criminal proceedings.

Safeguards are also being put in place to ensure that deliberate defaulters do not escape scrutiny by simply starting up a new business under a different name or identity. In these instances HMRC may continue to monitor the new business.

More information about Managing Deliberate Defaulters can be found at www.hmrc.gov.uk/about/tax-defaulters.htm.

"Tax cheat check-ups will involve continued and close scrutiny - it is a real deterrent."

Steve Hickman, HMRC



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Movers are missing out on Internet enquiries

Nobody in the moving industry has had a particularly happy time over the last two years. Enquiries have been sparse and profit margins subdued. However recent research does seem to suggest that moving companies are missing out on a few tricks when it comes to maximising enquiries over the Internet.

By **David Miller** of OpenSEO

For the past three years OpenSEO has been working closely with many removal and storage companies, helping them to make more of the Internet. As part of this work OpenSEO has reviewed 438 moving company websites* and David Miller from the company shares the information in the following article. Read and weep!

OpenSEO has researched three core aspects of the sites studied:

1. What does Google think of them?
2. Are they optimised for the search engines?
3. Does the content of the website work for search engines and visitors?

Google

Google ranks every page of every website it finds out of ten; zero is the lowest.

Google rank is probably the most important factor in determining a website's position in Google's search results.

Google ranks the home page of almost 10% of the sites researched at zero. Google knows these websites exist, but thinks little of them. These websites are unlikely to attract many visitors through Google. Only 23 websites rank four out of ten or better*. The average rank of all the sites was two out of ten. The 'bedroom broker' companies such as Removals Group, Really Moving and Move Me all have websites that rank well. The top five broker websites rank four or better.

Google Rank	Websites studied
Unranked/None	37
0	38
1	54
2	149
3	137
4	13
5	9
6	1

Search Engine Optimisation

In order for Google to rank every page, it has to be able to find them. Every page also has to clearly explain to Google what it is about. If the pages are not easily found or do not describe their content well, Google is unlikely to list them in its results.

This is an area that movers must improve. Just ten websites received an OpenSEO 'Good' rating for their ability to let Google know what they offer.

OpenSEO score	Websites studied
None	49
Poor	256
OK	123
Good	10

OpenSEO rated 256 websites as 'Poor' for their search engine optimisation. Add to that the 49 websites with no optimisation and we have 70% of the sites studied that fail at this elementary level.

Website content

Google favours websites with more pages and websites that are updated regularly. Visitors also like to browse around a website to get a feel for the company, its products and services. In this rating exercise OpenSEO also considered how the website looks – its appeal.

OpenSEO rating	Websites studied
No website	10
Error page	24
Basic	299
Reasonable	92
Good	13

OpenSEO classed 299 websites as 'Basic'. These websites offer little more than a few sentences about their services over just a handful of pages. Their design tends to be amateur and they offer little or no opportunity for potential customers to engage with them.

Ten companies studied have no website and 24 web addresses produced error pages. If we add to this the websites which are unranked or rank 0, that means 17% of the sample are missing out hugely. There were 66,000 searches in January alone so 17% represents over 11,000 missed opportunities in one month!

Very few of the companies surveyed present their business well online. However, there are some companies that deserve a special mention for what they are doing:



Britannia Lanes

www.britannialanes.co.uk

Instant quote, return loads, FAQ

MG Transport

www.moversandstorers.co.uk

Blog, team page

Pretloves

www.pretloves.com

Quote request, area moving guides

Reddaways

www.reddawaysremovals.co.uk

Facebook, Twitter



Robinsons

www.robinsonsmrelo.com

Content depth

Sargents

www.sargents.co.uk

Case studies

What can you do to improve?

Moving companies will see improvements by applying some basic search engine optimisation. It is very easy to 'label' a website so that Google knows what each page is about and even easier to help Google index the entire site. Call OpenSEO or ask around for a reputable search engine optimisation company.

Google favours websites with more pages and websites that are updated regularly.

The next step is to update your website regularly. You have a lot more information suitable for putting on your website than you might think! All that you need is an easy way to get it online and a few minutes every week to do it.

If movers optimise their pages and start adding content to their websites, Google will respond favourably.

OpenSEO has developed a package of tools that make removals and storage websites more interactive and engaging for visitors, significantly helping with search engine optimisation, and helping to combat the quote broker websites. Contact David Miller on 01732 740894 or e-mail david@openseo.co.uk.

**David researched all the BAR member companies. As BAR includes many of the largest and most professional companies in the industry it would be reasonable to assume that the results present a somewhat rosy picture of the nation as a whole.*

BUSINESS: SEARCH ENGINE OPTIMISATION

● Many removers' websites are prone to error, or their design tends to be amateur and they offer little or no opportunity for potential customers to engage with them.



NEWS: UK



● Jonathan Austin (front left) of Best Companies presents the accreditation award to Andy Frater, Harrow Green Director, as Reg Allen (rear left) Harrow Green Chairman and Nigel Dews (rear right), Harrow Green Managing Director, look on.

Harrow Green: one to watch!

Harrow Green has been named 'One to Watch' in 2011 in the Best Companies Accreditation awards presented on 9 February.

Jonathan Austin, founder and CEO of Best Companies, explained that 2011 was an incredible year for entries, with 1165 companies applying to achieve Star Status and over 291,000 employees surveyed. Jonathan congratulated Harrow Green's Reg Allen, Nigel Dews and Andy Frater, who received the award on behalf of the company and staff in a ceremony at the Milton Keynes Bowl, for achieving

accreditation at the first attempt.

Reg Allen, Chairman of Harrow Green said: "I am very proud that in these challenging times for all companies Harrow Green's staff are shown to be committed and engaged, and delighted to have that commitment endorsed by the Best Companies accreditation. We'll be analysing the results and feedback from the accreditation process to ensure we remain a company that attracts and retains good people."

Super ships to dock at Felixstowe

The UK's busiest container port, Felixstowe, has started testing its new deepwater container berths. Berths eight and nine will provide an additional 730 metres of deepwater quay and are the first phase of the Felixstowe South development.

The port made initial tests using the 14,100teu *CSCL Star* after its maiden voyage from Asia. A limited number of discharge moves were performed before the

vessel moved to its regular berth to complete cargo operations.

CEO of the terminal's owner, Hutchison Ports (UK), David Gledhill said: "It is very exciting to be moving into the testing phase of this major development."

"There is an increasing trend towards ultra-large container vessels on many services operating between the Far East and Europe and it is essential that the UK has the right facilities to accommodate these ships."



Very good, Guvnor

Whites in Guernsey has recently moved the Governor of Guernsey back to the UK after over five years as one of the most well liked and proactive Governors of recent times. Whites moved the Governor, Sir Fabian Malbon and his wife, Lady

Malbon to Guernsey when they took up the appointment in 2005. Steve Hamer from the company said that it was a great honour to perform the move back to Weymouth for them. The Governor is reported to have been delighted with every aspect of the relocation.



FIA European Truck Racing at Donington

The FIA European Truck Racing Series will run its first race at the Donington Park Circuit this Easter Bank Holiday weekend, 23/24 April, 2011. Renault Trucks is the main sponsor of the event and teams from all over Europe will be competing. Donington successfully hosted the UK's first Truck Grand Prix in 1986. This race marks the return of the FIA series to the UK after a long absence.

Prices:

Saturday 23 April - £12
Sunday 24 April - £16
(£12 if booked in advance)
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LEGISLATION: RETIREMENT AGE

Abolishing the retirement age

The default retirement age will be abolished with effect from 1 October, 2011. What will this mean for businesses?

By **David Regan** of Mundays Solicitors



Notices of intended retirement date may not be issued from 6 April, 2011 onwards. This is a significant change in the law with important implications for all businesses.

Difficulties:

Succession planning

The most obvious difficulty for employers will be that there is no longer a ready-made timetable for retirement, meaning the path to senior positions could be blocked.

... the abolition of the default retirement age has no effect upon the flexible working law which is currently in place ...

Employers may also feel unable to ask when an employee is intending to retire, leading to 'shock' retirements that leave the employer without a proven successor.

Employee relations

Employers may also find it difficult to start discussions about retirement with employees as detailed above. Moving forward, employers will be faced with the unpleasant task of performance managing long-standing, cherished employees if they are not up to task rather than allowing them to continue with the knowledge that retirement is just around the corner.

Flexible working

In practice some employers may be happy to allow an employee to

continue working as long as they choose, and many employees will most likely want to at least reduce their hours, if not finish working completely, as they age. It is important to note that the abolition of the default retirement age has no effect upon the flexible working law which is currently in place, and employers will not be under a duty to allow older employees to work reduced hours unless they are eligible for flexible working in the usual way.

Performance management

Managers must ensure that performance management processes are implemented fairly across the entire range of employees in order to avoid any accusations of age bias, or trying to force out the older members of staff. In addition, managers will need to watch for age related disabilities and, if any disability is found, will need to consider whether or not any reasonable adjustments may need to be made in relation to the employee and their employment.

Exceptions

There are two exceptions to the abolition of the default retirement age:

1. It does not affect occupational pension schemes and the setting of a 'normal retirement age' for the purposes of occupational pension schemes.
2. Employers may withdraw benefits for employees at or over the age of 65 (with the age at which withdrawal will be legal rising in accordance with the state pension age). This exemption deals with a key concern of employers, namely that the rising costs of benefits and insurance for employees over the state pension age could make the provision of these benefits prohibitively expensive.

Controversy with the draft regulations

The draft Regulations abolishing the default retirement age have now been published. They appear to make it unlawful to issue a notice of intended retirement date to someone who reaches 65 prior to 6 April, 2011 where that notice expires after 6 April, 2011. There has been a lot of discussion on this point by lawyers, however we take the view that this is likely an unintended consequence of poor drafting, and that the Regulations will be amended to fix this flaw prior to 6 April, 2011.

Conclusion

The abolition of the default retirement age has the potential to have a large impact on businesses, as staff may choose to remain in

no reason why employees continuing to work past the current default retirement age should prove to be a problem. Employers are still free to choose to set a retiring age for their business, provided that they are able to justify this.

David Regan

David Regan is a solicitor in the Employment Team at Mundays Solicitors, a leading regional practice which provides quality advice to corporate and private clients.



The abolition of the default retirement age has the potential to have a large impact on businesses, as staff may choose to remain in their positions longer ...

their positions longer, hindering succession planning, and employers and managers will be forced in many cases to invoke disciplinary procedures to manage the performance of long-standing employees, with a subsequent negative effect on morale. However, where there is clear ongoing dialogue between managers and staff, and all parties are open to sensible communication, there is

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Clear management accounts mean easier credit

If you're running a business, getting finance from banks can be difficult.

Was it not Mark Twain who said: "A banker is a fellow who lends you an umbrella when the sun is shining and wants it back the minute it begins to rain."? But a new system launched by the Forum for Private Business (FPB) recently might make the job easier.

The FPB's new system will help its members get easier credit from banks by simplifying their management accounts. This allows banks to make objective decisions about the credit worthiness of the company itself rather than always asking for security from its directors. The new system is called ForumCreditPal.

ForumCreditPal allows small businesses to upload their financial information and automatically prepare and present profit and loss balance sheets and two-year

portable credit histories in the format banks require. The system also sends this information directly to selected banks. This increases the chances of having the application approved.

Leading banks have repeatedly told the Forum that information submitted by SMEs is often unclear and confusing, making it difficult for them to properly assess lending risks on a case-by-case basis. In turn, many small business owners have reported that they are being rejected by lenders purely because of their size – or more often that their sectors are deemed 'no go' areas for lending.

"In recent years something of an impasse in bank-business relationships has emerged and it is important that we bridge that divide," said the Forum's Chief Executive, Phil Orford. "The banks



"Business owners seeking funding should understand that they are not helpless. There is support available to minimise their chances of being rejected..."

Phil Orford

must do better – that is clear – but we are working with our members to provide the technology and financial skills they need to proactively establish their creditworthiness."

Mr Orford continued: "Business owners seeking funding should understand that they are not helpless. There is support available to minimise their chances of being rejected for finance and to empower them to help themselves. With banks moving towards requiring regular – meaning quarterly or even monthly – financial reporting there are obvious cost increase implications for small firms. ForumCreditPal empowers them to produce and present their management accounts in the right way and for free."

For more details contact the Forum for Private Business on www.fpb.org.

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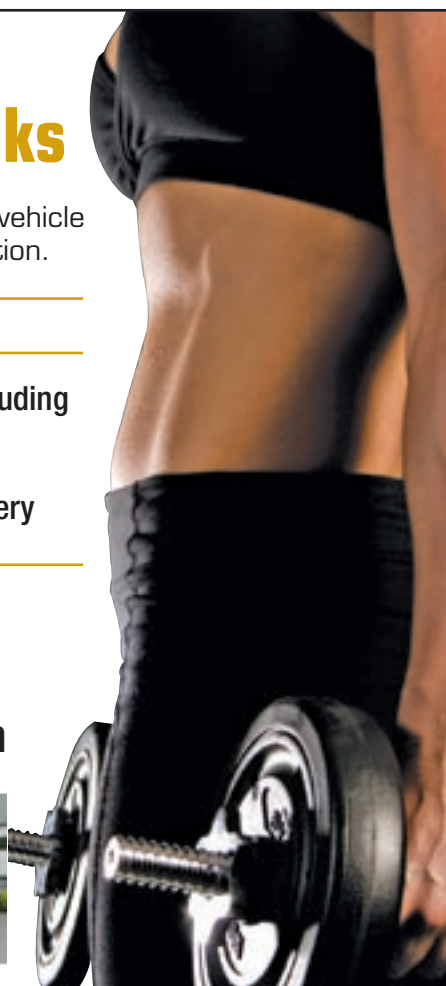
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NVOCC rates exemption

The US Federal Maritime Commission (FMC) has ended its requirement that US-licensed non vessel-operating common carriers (NVOCCs) must publish cargo shipment rates. It is considering extending the exemption to foreign, unlicensed NVOCCs in the future.

The maritime regulator said the rule change, which it estimated would save more than 3,300 NVOCCs up to US\$200,000 each a year, would reduce regulatory burdens on the shipping industry and customers.

"The final rule limited the exemption to US-licensed NVOCCs, but commissioners said they would commence proceedings to receive public input on potential modifications, including the possibility of extending the exemption to foreign, unlicensed NVOCCs," said the FMC.

Commissioner Rebecca Dye said the rule change would provide regulatory relief and simplify business processes for thousands of companies.

STERLING RELOCATION OPENS GENEVA OFFICE

Sterling Relocation will soon open a new office and warehouse in Geneva to be run by Pierre Jeronimo and Nick Hirst. The office will open this spring.

Rupert Morley, Sterling's CEO said: "We are delighted to welcome Pierre and Nick to Sterling. I am sure that their years of industry experience will enable them to provide our customers with the same great Sterling service in Switzerland as they receive in our other locations."



● Volvo's Internet drivers' community website homepage

Volvo launches global community for drivers

Volvo Trucks has recently launched its Worldtrucker community, with the aim of making it the largest and most active truck driver community in the world.

By offering an Internet community to drivers, the company hopes to boost interest in the profession and support the recruitment of new drivers.

"We know that truck drivers have strong professional pride, and that's exactly what Worldtrucker is about - sharing that passion for trucks and for life on the road," said Worldtrucker Manager Paula Kühnel.

The community attracted almost 10,000 members during the development stages. Local community operations have been established in ten countries and there are language versions available in Italian, Swedish, Dutch, Spanish, French, Russian, German, Polish and English. With the final update, including a mobile phone version and design upgrade, the community has now been launched on a global scale.

It was decided from the start that Worldtrucker would be open to anyone interested in trucks regardless of the brand they use. Volvo Trucks as a company would maintain a low profile and let members build the content. "Most haulage firms have various truck makes in their fleets. All their drivers should feel equally welcome," said Paula Kühnel.

Worldtrucker helps drivers keep in touch with their families, and

friends and colleagues can easily discuss experiences and establish new cross-border relations. They can share photos from the road by uploading directly through their mobile phone, thus making it possible to stay connected without carrying a laptop. By offering these social elements, Volvo Trucks hopes to stimulate the driver's working life and increase interest in the profession. The worldwide driver shortage is a vital issue for the industry.

"... we have the chance to become the trucker's first choice all over the world."

Paula Kühnel

Worldtrucker has already spread to over 40 countries even though no promotion was undertaken outside the start markets, so Volvo Trucks' expectations on the global launch are high. "We have not yet seen any competitor matching our setup and believe we have the chance to become the trucker's first choice all over the world," said Paula Kühnel.

Visit www.worldtrucker.com.

ISO 14001 for Fermont

H. & C. FERMONT GmbH has recently announced that it has achieved ISO 14001:2004. Susie Bär, the new CEO of the company, said that Fermont is only the second German OMNI member to achieve the environmental Standard, ISO 9001:2008 and FAIMISO.



● Proudly displaying the certificate is (left to right): Veronika Acker, Customer Service Centre Manager; Heidi Kegel, Manager Quality Control Department and Susie Bär.

Bekins rewards writers

Bekins Moving Solutions Inc. has introduced a novel customer incentive that favours those talented in the written word. The company is giving away a free full-service relocation, worth US\$7,500 it says, to the customer that writes the best essay, or supplies the best video, saying why they, or someone they know, deserves one.

It's certainly a novel idea but how, exactly, the neighbours will react to being thought worthy of a relocation, only experience would show.





● Maersk Line's Emma Maersk

Title fight for world's biggest shipping lines

MSC has overtaken Maersk Line to become the world's biggest shipping line, in terms of vessel capacity.

According to figures recently published by IFW, MSC's containerships have a total capacity of 1.84 million TEU while Maersk Line vessels lag behind with a mere 1.82 million TEU.

But that's not the whole story. The figures do not include vessels

owned and operated by Maersk's sister shipping lines, Safmarine and MCC Transport. If you add these on, and the ships they charter, you add another 185,000 TEU onto the Maersk tally sheet making it still the biggest by a nautical mile.

The fight is on.

@ Comment

1.84 million TEUs rolls off the tongue nicely but what exactly does that look like? Well, unless *The Mover's* Casio calculator has gone into melt-down, if you strung all those containers in a line it would reach from London to Hanoi – maybe a bit further. That's a lot of cargo on the seas at any one time.

Have your say at comment@themover.co.uk

FEDEMAC Young Movers in Malta

The FEDEMAC Young Movers conference will, this year, be held in Malta from 26 to 29 May

Around 150 young movers from all over Europe are expected to attend.

The business sessions will explore the salient issues of the European moving industry while the social meetings will enable people to mix and get to know each other in the majestic Maltese surroundings.

The conference will be rounded off in true Young Movers style with a play entitled *Smuggling, Detection and Security*, directed by Denis Caulfield and starring actors from the audience.

For more information and to book your place go to www.youngmovers.eu.



New FEDEMAC members

FEDEMAC has announced that two companies have recently become direct affiliates of the organisation:

- Biscayne Relocations trading under the name of Global International Relocations, Portugal – main contact Rodrigo Monteiro;
- Rilvan Moving and Relocations, Romania – main contact Cristian Stefanescu.



● Valletta, Malta.

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PLUSCRATES

100 YEARS IN BUSINESS: GRACE REMOVALS



● Above: scenes from a century of moving, including a liveried van from sometime in the sixties; Bottom, left to right: J. N. Grace, A. E. Grace and Steven Brown

One hundred years of Grace

Grace Removals, the iconic Australian mover, is 100 years old this year. To mark the occasion **Steve Jordan** spoke to **Steven Brown**, the company's CEO, to find out a little more about the company and its plans for a year of celebration.

It was a very different world 100 years ago. It was a time of air pioneers, suffragettes, Einstein and, in the moving industry, horses and carts. That was when Grace Bros Removals formed, like many other moving companies, as a natural diversification from a retail department store. Today, Grace Removals has branches in over 40 locations in Australia and New Zealand and operates a 500-strong fleet of vehicles.

There were many milestone events in the company's history but perhaps among the most significant was the change of ownership in 1983 when the company was sold to Myer and the transport side to Brambles Industries, followed by the subsequent sale of the removals side

Just like most Australian moving companies Grace Removals' history owes much to the migration industry ...

of the business to Jim Thompson.

Jim Thompson bought Grace Removals as an individual, not through his global company Crown Relocations. So despite his ownership Grace remains an independent company and competes hard with Crown. "We don't deal with Crown anywhere in the world," said Steven. "We have always made independent agency arrangements."

Just like most Australian moving companies Grace Removals' history

owes much to the migration industry and, although that side of the business still represents around half of the company's business, it is the corporate side that supplies the growth. "I think this is a result of Australia maturing. As business has developed here and in Asia the initial dependence on the migration traffic moved away." Of course corporate relocation is a growing business segment for the company too with Grace employing a small but dedicated

team to manage this side of the business.

Grace Removals will be holding a number of centenary events throughout the year. These will include the publishing of a centenary book about the company's history, a social event for suppliers and staff and a Grace Removals reunion in Sydney in June to which all staff, past and present, will be invited. "We are expecting around 600 people at the reunion," said Steven. "It should be quite a party."

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NEWS: ON THE ROAD

Vans will need to meet Euro 3 for LEZ

As of January 2012, owners of larger vans that do not meet the Euro 3 standard for particulate matter will have to pay a £100 daily charge or risk a £500 penalty for driving within London's Low Emission Zone (LEZ).

Larger vans were due to be included in the LEZ from 4 October, 2010 but following public consultation it was deferred to give owners and operators of some 72,000 non-compliant vehicles time to adapt.

Transport for London (TfL) believes that road transport emissions are the largest source of dangerous particulate matter air pollution in the capital, with larger vans responsible for 21% of these emissions.

HGVs currently needed to meet Euro 3 standards for particulate matter, but as of 3 January, 2012 this will be raised to Euro 4.

Hang onto your fuel

With diesel at around £1.40p a litre you'll be keen to hang onto yours. Yet fuel theft is becoming an increasing problem as diesel takes on the value of liquid gold.

But there is a solution. Neck IT is an anti-siphon device that will keep your fuel safe from casual thieves and more organised criminals. Viper Guard is a supplier of lorry and van security products. The company's General Manager Debbie Jones said: "It's easy to fit, it's tough enough to resist the most determined attack. It also allows high fuelling speeds and prevents splashback, and it is fully Customs compliant."

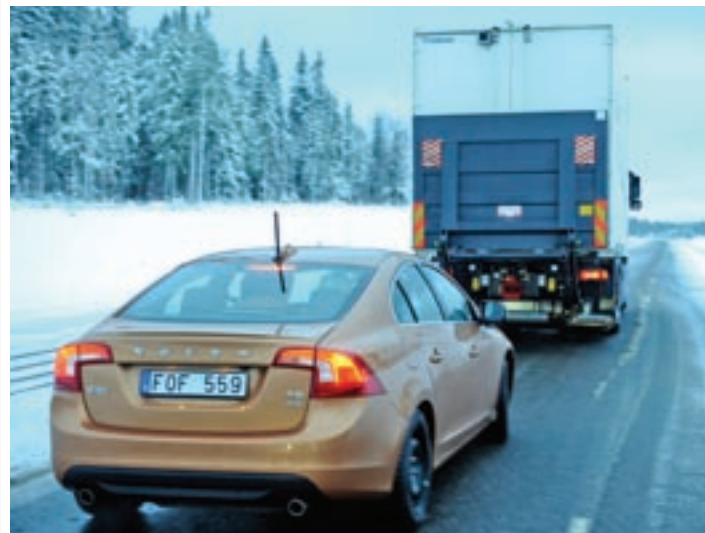
Neck IT claims to: Stop siphoning right to the top of the tank; be easy to fit in two minutes with no drilling or gluing; be interchangeable between vehicles so you can switch it to a vehicle that's going to a high-risk area; and have a three-year guarantee.



● Neck IT anti siphon device.

First demonstration of SARTRE vehicle platooning

Platooning may be the new way of travelling on motorways in as little as ten years' time.



● The tests carried out included a lead truck and a single following car which smoothly followed the lead vehicle around the country road test track.

The EU-financed SARTRE project has carried out the first successful demonstration of its technology at the Volvo Proving Ground close to Gothenburg, Sweden. Could this be the way your vehicles move up and down our motorways in the future?

Vehicle platooning, as envisaged by the SARTRE project, is a convoy of vehicles where a professional driver in a lead vehicle is closely followed by several cars. Each car measures the distance, speed and direction and adjusts to the car in front. All the vehicles are totally detached from one another and can leave the procession at any time. However, once in the platoon, drivers can relax and do other things while the platoon proceeds towards its long-haul destination.

"SARTRE is a very exciting project with future potential for saving fuel and improving traffic safety," said Carl Johan Almqvist, Traffic and Product Safety Director at Volvo Trucks.

The tests carried out included a

lead truck and a single following car, which smoothly followed the lead vehicle around the country road test track. This is the first time the EU-financed development teams in SARTRE tried their systems together outside the simulators.

"This is a major milestone for this important European research programme ..."

Tom Robinson, Ricardo UK Ltd

"This is a major milestone for this important European research programme," said Ricardo UK Ltd's Tom Robinson, SARTRE Project Coordinator. "Platooning offers the prospect of improved road safety, better road space utilisation, improved driver comfort on long journeys as well as reduced fuel consumption and hence lower CO₂ emissions. With the combined skills of its participating companies, SARTRE is making tangible progress towards the realisation of safe and effective road train

technology."

Platooning is designed to improve a number of things: Firstly road safety, since it minimises the human factor that is the cause of at least 80% of all road accidents. Secondly, it cuts fuel consumption and thus CO₂ emissions by up to 20%. It is also convenient for drivers in following cars because it frees up time for them to do other things than driving, and since the vehicles travel at motorway speed with a gap of only a few metres, platooning may also relieve traffic congestion.

The technology development is well under way and can probably go into production in a few years' time. What may take substantially longer are the public's acceptance and the necessary legislation, since 25 EU governments must pass similar laws.

The Volvo Truck Corporation is involved in the SARTRE project via Volvo Technology Corporation, a business unit of the Volvo Group that develops new technology and new

concepts. The lead vehicle in the tests carried out was a Volvo truck.

"A professional, well-trained driver leading the road train is an important factor to ensure safety in the project," said Erik Nordin at Volvo Technology. In addition, the professional Volvo truck driver was supported by state-of-the-art safety technology such as the alcolock, driver alert support, forward collision warning and electronic stability programs that enhance driver attention and minimise accidents.



WHAT IS SARTRE?

SARTRE stands for Safe Road Trains for the Environment and is part-funded by the European Commission under the Framework 7 programme. SARTRE is led by Ricardo UK Ltd and comprises collaboration between the following additional participating companies: Applus Idiada and Robotiker-Tecnalia of Spain, Institut für Kraftfahrwesen Aachen (IKA) of Germany, and SP Technical Research Institute of Sweden, Volvo Car Corporation and Volvo Technology of Sweden.



● The Axtec On Board system will help avoid inadvertent axle overloading.

VOSA no longer need police presence

An increase in the number of vehicles caught running above their gross or axle weight limits could result from new powers recently granted to VOSA that no longer require inspectors to be accompanied by police officers.

According to Axtec (Axle Weight Technology Ltd), a UK axle weighing specialist, this revised legislation that will take effect in April will lead to more vehicles being stopped by VOSA officers, which will inevitably mean more overload offences coming to light. "Overloading a vehicle isn't necessarily about a deliberate breach of the law," said Axtec's Managing Director, Keith Gresham. "In many cases the overload can be completely inadvertent and a vehicle can be within its gross permitted weight yet still be over its weight on an individual axle."

"The consequences for an operator and for the driver can be serious," he added. "They range from points on the driver's licence to heavy fines, not to mention the cost of calling out a second vehicle if part of the load has to be transhipped and upsetting customers because their removals are delayed. And then there's the question of an automatic notification of the offence to the Traffic Commissioner. The black marks can add up and if a pattern of disregard for the rules starts to emerge then this can lead to curtailment or even revocation of an operator's licence."

A solution, according to Keith, is to fit an axle weight indicator to the vehicle. The Axtec On Board system uses a traffic light colour

system to warn of a likely overload, which can happen inadvertently on multi-drop work simply because the load is being progressively removed from the back of the vehicle and this causes weight to be transferred to the front axle.

Axtec's On Board axle load indicator is particularly suited to this type of operation and can be used on any air-suspended or steel-sprung two or three-axle rigid vehicle from light vans up to 26 tonne 6x2 trucks with lift or trailing axles. Axtec On Board is active as soon as the ignition is turned on and cannot be switched off or tampered with. It shows both the gross weight of the vehicle and the load on each axle using a simple graphic display with the load figures going from green through amber to red as a vehicle nears and then exceeds its plated weights.

An audible message can also be provided and a recent enhancement of the system enables the information to be relayed live back to the traffic office via a tracking device. Information is also stored in a SIM card, which allows later analysis which can be used not only to identify transgressions but also to highlight opportunities for optimising the load.

Full details of Axtec weighing systems can be found at www.axtec.co.uk.

Not more traffic lights?

According to a recent article in *The Daily Mail*, motorists who feel like they are spending more and more time in gridlock caused by red lights are probably right.

A recent study by the RAC Foundation, 'Every Second Counts' shows that the number of traffic lights has increased to more than 25,000. This is an increase of nearly a third during the last eight years and the report calls for many of them to be ripped out.

Instead of being used as a road safety device to stop accidents, it appears that they have increasingly been deployed by authorities to deliberately slow down traffic, create artificial jams and 'prioritise' buses and pedestrians. The report says the

the way in which traffic lights are used. London alone has 6,000 sets of traffic lights, accounting for nearly a quarter of the nation's total.

Nationwide, some 8,500 sets, including around 3,200 in the capital, are programmed to give buses priority over cars. But too often the decisions about their use are taken secretly by council chiefs and planners 'behind closed doors', says the RAC report. The 36-page dossier, written by former Transport and Planning Chief Irving Yass, says the number of traffic signals equipped to give priority to buses rose from 3,801 at the start of 2007 to 8,425 at the end of 2008. As well as looking to remove traffic lights the report says local authorities should see if they can replace them with alternatives such as mini-roundabouts.

RAC Director Professor Stephen Glaister said: "Lights have an important role to play but with ever more-congested streets they need to be very finely tuned to ensure they are not doing more harm than good."

...the decisions about their use are taken secretly by council chiefs and planners 'behind closed doors'...

time has come to review their use 'and consider whether some could be removed'. It also calls for radical changes to the way in which traffic lights are used.

These include trials to allow cyclists to turn left at a red light; constant continental-style flashing amber lights at quieter times of the day; and reducing the 'green man' phase for pedestrians from ten seconds to a standard six seconds (as has already happened in London) to help traffic flow more freely.

The 30% increase in the number of lights between 2000 and 2008 has occurred in parallel to a rise in speed cameras, which critics say have also been exploited by anti-car activists in local government. The report also calls for radical changes to



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The changing face of international moving

By **Ian Waters** General Manager of Overseas Moving Network International (OMNI)



It's hard to say when the world of international relocation began to change. Could it have been as far back as the industrial revolution and the coming of the railways? When steam took over from sail, and cargo leaving from one port had a reasonable chance of reaching its destination, did it change international movements dramatically?

Or did we have to wait until the development of the jet engine in the 1950s or the coming of containerised shipping a decade later for the watershed? In this article I wanted to look at the changing face of international relocation and reflect upon what we must all hope, is progress.

There can be little doubt that, just as with every other industry, the international moving and relocation industry is in a constant state of change: an unstoppable evolution. Historically change has taken place slowly with the pace quickening as we approach the present. In most areas of life, evolution in the last 20 years has been so rapid as to make it virtually indistinguishable from revolution.

Agent-to-agent, the birth of OMNI

The OMNI organisation was started in 1986 and so began its life at the start of a period of turbulence that, despite the undoubted influences

of the immense developments in transport described above, was unprecedented. This was not a mere upgrading of the means of transport, it was a fundamental shift in the attitude of those moving, their reasons for doing so, and their expectations of the professionals they employed to help them.

International moving was always, by nature, a collaborative exercise. An origin agent negotiated with the client, obtained the contract, handled the packing and loading and appointed the carrier and the destination agent to provide transport and perform the delivery. It was simply called 'The agent-to-agent principle'. That was when the world was a much simpler place. In those days the relationship between the origin and destination agents was critical: the better the understanding between them, the better the chances of a successful move and a happy customer. That, at least, remains largely unchanged.

In the early years corporations were happy to accept the duality

of the relationship between origin and destination. However it wasn't long before they demanded more. Some enterprising companies set up offices in other countries and so could offer a single-company service; a seemingly attractive proposition from the customer's viewpoint without much foundation in practice: after all, nobody cares who owns the shares, what matters is the quality of the service.

To compete with these rapidly expanding multi-national organisations other companies, less concerned with world domination, formed alliances to compete.

In the 1980s there were two organisations in Europe with the role to facilitate this co-operation between origin and destination and give the outward appearance of offering a single-company service: Eurovan and CETI. They each competed for inter-European traffic and for members. The system worked well. But inevitably trade was not limited to Europe. Moving companies from other continents joined both organisations as a way of providing single-company

Halfway house better?

It is somewhat ironic perhaps that the halfway house of forming a network of co-operating agents proved more effective in many ways than the multi-national model it was formed to resist. Multi-nationality makes perfect sense from a corporate point of view. The wisdom of keeping all the revenue from both sides, origin and destination, is without question if you look at each move in isolation. However as soon as a company opens in a new country it immediately transforms itself from a customer, supplying work to the companies in that country, to a competitor with the potential to take traffic from them. All co-operation and reciprocal traffic ceases. The best choice has never been obvious and varies with each organisation.

From the clients' viewpoint there is a dilemma too. Is it better to choose a single-company supplier who has ultimate control but will ship to their own offices in every country irrespective of the level of service on offer; or ship within a

... just as with every other industry, the international moving and relocation industry is in a constant state of change ...

moves themselves and keeping the looming and threatening power of the US Van Lines at bay. They, however, soon tired of having to belong to two competing networks and demanded that they join forces: So emerged OMNI.

network in which each company has a choice of using the partner best able to provide the service required?

The decision is not an easy one but OMNI made its choice from the outset. It would provide a network



of the world's finest companies who would build close relationships, exchange traffic, yet maintain an element of competition to control costs and ensure high quality. It is a model that has worked well and, largely, still does. But the world continues to change.

The relocation revolution

When OMNI first formed its network most of the world's moving companies were just that: moving companies. Relocation was little more than a nascent concept and viewed by most moving companies as a bite too big to chew. Then came along the specialist Relocation Management Companies (RMC) with their big budgets, deep pockets and a menu of services – including house purchase, school and home finding services, cultural training and a host of others – that no moving company could hope to emulate. The moving service was destined to become a mere commodity purchased by procurement departments that had little regard for the intricacies of the art for the lowest price.

And to some extent that is exactly what happened. The American giant moving companies resisted but soon had to take the RMCs on at their own game. Others followed with company names changing to include 'Relocation' in their titles. Soon, even more than had been the case before, the global movement of personnel, and their effects, was controlled by a small number of relocation companies some of which had been born that way and some had metamorphosed from the world of moving. The rest of the moving industry played catch up,

maintaining their independence as best they could but not realistically being able to maintain their businesses other than as agents for these all-powerful masters.

...OMNI currently has a rule that largely precludes member companies having businesses in more than one continent.

The attitude of the corporate customers changed at this time too. Who pulled and who pushed is debatable. Corporations realised that relocating a family abroad was more than just a process of filling a shipping container and booking a flight. An executive working in a foreign land who was worried about his family was unlikely to function properly. The cost of getting it wrong was too high. The relocation companies, therefore, flourished by centralising operations and providing a menu of 'soft' services that could be easily managed remotely.

Time has, of course, levelled the playing field a little. The recent financial crash hit the pure relocation companies very hard with their highly-geared businesses and reliance upon property investments. The moving-derived companies, however, fared better reinforced by their stable storage income and profitable diversifications.

The multi-continental dilemma

As described earlier, the agent-to-agent principle has always been a precarious one. Crown Worldwide was probably one of the first companies to bite the bullet and

expand from its Asian home to other countries. But others, in an effort towards compromise, simply set up relocation DSP (Destination Service Provider) companies abroad.

This allowed them to legitimately claim to provide a one-company service for their clients yet still contract local agents to provide the physical operation to maintain their agent-to-agent associations. It worked well but did have a feeling rather of 'putting a finger' in a metaphorical dam. Long-term it could only ever be a temporary solution. Other companies, such as Interdean, expanded within their own continent but resisted the temptation to venture much further.

Inevitable expansion

For the largest moving companies in the world, expansion is not so much a commercial desire as a commercial imperative. This has been graphically demonstrated recently by two companies, Santa Fe in Asia and Wridgways in Australia who became one just before Christmas. Both publicly-quoted companies, they had large market shares in their home markets and had little option but to look further afield to achieve continued growth. Had they stayed put, and the financial analysts decided that their growth prospects were poor, their share price would have

collapsed. It's a perfect example of the business adage 'to stand still is to go backwards'. The companies had a choice with whom they built their alliance, but not that an alliance had to be built.

The OMNI position

OMNI currently has a rule that largely precludes member companies having businesses in more than one continent. This has been maintained steadfastly in homage to the agent-to-agent principles that the organisation was built upon and has served it well for so many years. But even here there is a concern that, just perhaps, the model isn't right for the modern world. The subject will be discussed at the OMNI annual conference this May.

A shrinking world

The international moving industry has changed with the times; it is still changing. The information age has brought everywhere a little closer, more familiar, less forbidding. Today people are becoming accustomed to helping themselves; they are not so reliant on expert others. When, for example, was the last time you used a travel agent to book a flight? A few clicks on the Easyjet website and you can be at 35,000ft in no time.

The moving industry is going the same way. It is now less reliant upon local knowledge to navigate through strange worlds. Today's customers are more concerned, it seems, with centralisation, automation, trackability, 24/7 operation and globalisation. The moving industry is rising to the challenge.



MATTHEW JAMES



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INTERVIEW: MIKE DEVEREUX



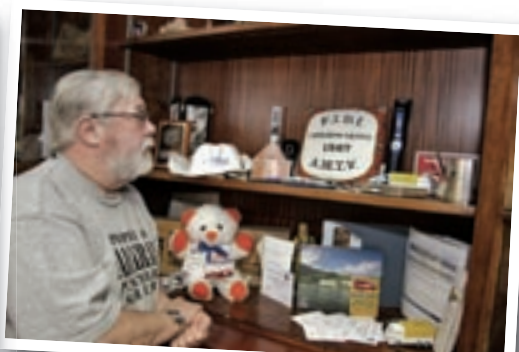
Mike Devereux

Out but not down

Mike Devereux has been in the moving business all his life. He is someone who has never been shy about voicing his opinion and, as a past president of BAR, he's had plenty of opportunity over the years to do so. But this year Mike's retiring after over 50 years in the industry as man and boy.

Steve Jordan thought it might be fun to renew his passport and make the trip to sunny Billingham to see if his old friend had moderated any over the years. Not a chance!

INTERVIEW: MIKE DEVEREUX



● Main picture: Mike Devereux with his father's portrait; far left: Back in the 50s, KW Devereux would furnish transport for local scout trips; centre left, left to right: Mark Trodden, Mike Bell and Karl Devereux; left: Mike with accumulated memorabilia from a lifetime in the moving industry.

It was Mike's father, Kenneth William Devereux, who started the company in 1946. When Ken returned from the War he bought a vehicle and started working for the local Teesside chemical works and engineering plants. It was in the early 1950s that he bought his first removal van. "We never saw him during the week," said Mike remembering his childhood years. A few years later, when Mike decided not to go back to school the summer before his 15th birthday, he found out why.

Mike's mother ran the business from the house. In those days people didn't have so many belongings and it was often possible to do more than one move in a day. "We used to have a sheet of paper, half A4, that my mother ran off on a Gestetner machine," he explained. "It had columns marked 8.30, 10.30, 1.30 and 3.30: we did four removals a day. We even had a few corporate accounts - Woodhouses, Brown Bros & Taylor - that specialised in cheap furniture; we did the deliveries for them in the evening after the removals had finished." Of course after the work was done there were still all the estimates to do. That's why he hadn't seen much of his dad until the weekend.

Looking back

As he approaches his retirement he looks back on his work with fondness for the way things used to be done and, something of a jaundiced view of the industry today. We've all seen the e-mails that do the rounds with tales of how things used to be done in the old days - days when children played in the street, trousers only had holes because they were worn out, and anyone with a wire sticking out of their ear was deaf - and Mike does have some fond memories of those times in the moving business. "In the old days common sense prevailed. You got paid for what you did and didn't expect anything else. Even without all the health and safety regulations

very few people got hurt. If they did, Dad would help them as much as he could and they wouldn't sit at home waiting for some parasite solicitor to come on the TV encouraging them to claim compensation. They just got on and did the job." Of course, they didn't have a TV anyway.

But Mike recognises that times needed to change. He tells tales of how, years ago you could drive all hours. "But the roads were so bad they kept you awake," he said with clear memories of dodging pot holes and foxes on the long two-day haul to London. "Now the motorways are very straight and fast so you have to have regulations

"In the old days common sense prevailed. You got paid for what you did and didn't expect anything else."

Mike Devereux

on drivers' hours and speed limits. That I don't mind. As progression has taken over, common sense has run along side it."

What Mike does not like is all the outside influences that have become oppressive. He sees it as snooping. "I object to people coming in here telling me how to run my business. They don't know how to do it but they come in and tell me anyway."

Mike was referring to the officials from local government, the HSE and, of course, the Standards organisations that have such a significant role in all our lives today: ISO 9001 (administration); ISO 14001 (environment); ISO 27001 (information security); BS EN 12522 (removals); BS EN 14873 (storage); BS EN 15696 (self storage); and BS 8522 (commercial moving).

"Of course everyone has a choice about whether they choose to comply with any of these standards," said Mike, "but if you want to look professional and be professional you have to do it because your

competition is doing it too. Sometimes I wonder when all these numbers are going to run out. Soon there'll be no room to put anything else on the paper. The problem is we are feeding thousands and thousands of people who wander around with degrees in gross stupidity. They'd be better off sweeping the streets rather than going around annoying people."

I told you he hadn't mellowed.

The BAR years

Mike was involved with BAR, and especially The Institute, for many years. He served as the BAR president in 1993, a role he accepted as a great honour. His boardroom

is dominated by a cabinet full of memorabilia much of which was gathered from BAR functions, conferences and other association meetings around the world.

Brian Mitchell, the General Secretary of BAR for many years until his death in 1996, was one of Mike's greatest industry friends. "He was a man who walked along with his arm around me all through my BAR life, guided me and chastised me if I went too far, and looked after me all through the presidency. He was a guiding light - an absolutely wonderful man."

Mike tells of one of the saddest and also happiest days of his life. He and his wife, Janet, married on Mike's 50th birthday. He said it was so he only had to pay for one party! The day after he and Janet were on honeymoon in the Lake District, even the sun was shining, a rarity in The Lakes - then he received a phone call. Brian Mitchell had died while getting ready for his daughter's wedding. "It was an absolutely devastating blow. It was a great loss, that in my

opinion, BAR has never got over."

"Brian was a leader who understood the business. That meant that changes in the BAR were always driven by the needs of the members. I have always been a raggy-arsed furniture remover and still am. People have more expensive furniture nowadays and we all wear uniforms but the job is the same. Brian understood that." Mike went on to say that despite all the codes, regulations and standards that have been imposed in recent years, he still made more money 30 years ago.

"I miss the camaraderie we had in those days and feel sorry for the youngsters coming up that never had those good times. In those days the BAR Area meetings were packed; we had 200 people-plus attend every BAR Northern Area dinner dance. We don't even have one now!"

It's no great surprise that Mike was not a fan of the recent proposal to make BAR membership Standards based. "I was extremely pleased when it was rejected because it would have brought another level of bureaucracy to an already over-weighted bureaucratic association."

No regrets

Mike has had his battles with authority in recent years but, overall, he has no real regrets. He's been able to work with his family: his mother and father in the early years, his brothers Ken and Tony now run the transport division, and his son Karl works with him on the removals side - and he's made friends all over the world. "I've had an absolutely great time."

Something tells me that the great times are set to continue for Mike and Janet as they settle down in the home they built together in Corfu. He certainly leaves his company in pretty good shape, despite a couple of lean years recently, for the next generation to grapple with the opportunities and the frustrations that the future will bring.

NEWS: ON THE ROAD

FTA guide to rules on goods vehicle conspicuity markings

The Freight Transport Association (FTA) has published a guide to new legislation on the fitment of conspicuity markings to large goods vehicles.

Initially published for FTA's members last November, the guide has now been endorsed by the Department for Transport and will be issued to the Vehicle and Operator Services Agency (VOSA) for their own guidance and procedures, and is being made available to the industry in general.

New heavy goods vehicles and their trailers will need to be fitted with conspicuity marking material from 10 July, 2011. Conspicuity markings illuminate the outline of a vehicle at night by reflection from the headlights of vehicles following behind and have the potential to prevent many fatal and serious injury accidents per year.

The regulations require a full contour marking on the vehicle's rear, i.e. horizontal and vertical markings to outline the shape of the vehicle, and partial contour markings on the side. Partial contour markings consist of a horizontal line showing the length of the vehicle and 'tick' marks showing the upper corners of the vehicle. Tractor units are exempt from the requirements.

The FTA guide covers such areas as:

- Optionally-fitted conspicuity

markings;

- Who the rules apply to;
- Marking requirements;
- Derogations;
- Conspicuity marking material requirements;
- Type approval;
- Guidance on applying conspicuity markings to various vehicle and body types;
- Enforcement by VOSA.

Andy Mair, FTA's Head of Engineering Policy, said: "With so many different vehicle body types in use we thought it was necessary to publish a standard, easy-to-follow set of guidelines which can be used by FTA members, the Department for Transport and their agencies and the industry in general to make the implementation of the new guidelines more straightforward for everybody."

The FTA compliance guide 'Conspicuity marking requirements on goods vehicles' is available to download from the FTA website at www.fta.co.uk. Also available from Shopfta is conspicuity tape (product code 4310 for rigid vehicles, 4311 for curtainsiders) and a poster (product code 5401), visit Shopfta at www.shop.fta.co.uk or call 08717 111111.

● Below: the FTA compliance guide 'Conspicuity marking requirements on goods vehicles'



● Would you flash to warn other drivers about a police speed check?

Are you a flasher?

According to the Institute of Advanced Motorists (IAM), nearly half of drivers admit to flashing their lights to warn other drivers of a speed check.

The main reason for doing this is to save another motorist from being caught or fined.

Following the prosecution of a driver recently, who was fined £175 and ordered to pay £250 costs after warning several approaching cars of a speed check, the IAM polled

also used as a major justification for those who do flash to warn of speed checks, with nearly 20% saying they 'wanted to avoid a possible collision when drivers see the speed check late and brake harshly in response'. The driver who was prosecuted for using his lights justified his behaviour by stating he used his lights to warn of a hazard."

Flashing appears to be an accepted form of communication between drivers. Nearly 35% of respondents said they 'used their lights to tell other drivers they are giving way to them', and 30% 'used them to thank another driver for giving way to them'. Less than 10% of drivers said that they don't flash at all.

Nearly 45% of drivers feel that the Highway Code should contain a standardised code of what flashes mean. The fact that nearly as many people use their lights to thank another driver, as those who use them to invite another driver to come through, suggests there could be confusion as to what message people are trying to get across.

Peter Rodger said: "Reassuringly, fewer than 10% of respondents admitted to using their lights aggressively to signal annoyance at what they consider to be bad behaviour on the other driver's part. So while the meaning of flashes is fuzzy, at least people don't seem to feel it is an acceptable way to take out anger on other road users."

"The biggest reason for not flashing to warn of a speed check is safety, with 'drivers who speed deserve to be caught and fined'..."

Peter Rodger, IAM

over 4800 motorists for their views. Nearly 70% of respondents to the poll said that a driver should not be prosecuted for warning others – only 21% believed they should.

IAM Chief Examiner Peter Rodger said: "The biggest reason for not flashing to warn of a speed check is safety, with 'drivers who speed deserve to be caught and fined' and 'the meaning of the flash could be misinterpreted', each polling a third of the votes from those who don't flash. However, safety was

Van tyre abuse on the rise

An increasing number of van and other light commercial vehicle operators in the UK are at risk of having a serious accident as they are failing to monitor the condition and pressures of their tyres.

The latest VOSA effectiveness report shows that 'condition of tyres' remains the most frequent prohibition defect at spot checks on light goods vehicles across the country. Worryingly, the incidence rate has increased from 20% in 2007/08 and 2008/09 to just under 26% in 2009/10.

"Van tyres lead a particularly hard life so it is critical that operators regularly check the condition for signs of damage or premature and uneven wear," explained Stuart Jackson, Chairman of TyreSafe. "Debris or regular scuffing on kerbs during delivery drops can cause significant damage to tyres. If left unchecked, they may fail at a critical moment, risking serious injury for the driver and other

road users."

Responsibility for the condition of the tyres on the vehicle lies both with the van driver and the business itself. Drivers should ensure their tyres are in a roadworthy condition before setting off each day. Indeed, drivers found to be driving on illegal tyres risk incurring a personal fine of £2,500 and three penalty points for each illegal tyre. Business owners also have a responsibility and a duty of care to provide their employees with a safe working environment, which includes the provision of safe and roadworthy vehicles. Under the Health and Safety Offences Act (2009), UK courts have greater authority to prosecute businesses for committing offences such as running on illegal tyres or faulty

brakes. The maximum penalty has increased from £5,000 to £20,000.

In addition to these hefty fines, businesses face a number of additional costs by failing to look after their tyres properly. Under-inflated tyres will not only wear more quickly, they also have an adverse effect on fuel consumption.

"This rising trend of tyre-related prohibition defects is extremely worrying," continued Jackson. "I would urge all businesses, large or small, that operate vans and other light commercial vehicles to ensure they have robust procedures in place to regularly check the condition of their fleet's tyres."

To help businesses and van users understand their responsibilities towards tyre care and the key safety issues they need to consider, TyreSafe has launched a new dedicated van tyre safety section on its website. The site includes a selection of useful tips and guides as well as a free downloadable safety leaflet. To view the pages or download the leaflet, visit www.tyresafe.org.



● TyreSafe's tyre safety leaflet.

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INNOVATION: CREDIT CARD PAYMENTS ON MOBILES

Processing credit card payments on mobile devices

Everyone uses credit cards nowadays and many moving companies have merchant accounts and terminals in their offices to take payments over the telephone.

But now, whether you are selling materials on site, charging for unexpected extras or accepting payments for deliveries, you can take payment using a simple mobile phone wherever you are. You don't need an expensive 'wireless' terminal, just get yourself an inexpensive mobile credit card processing app, and you're in business.

Here are some of the benefits of mobile credit card processing:

- Real-time validation and payment processing;
- Competitive per-transaction fees and low rates (both for keyed-in and swiped transactions);
- Compatibility with a variety of merchant accounts and payment gateways;
- Easy online management and integration with accounting software;
- Additional features like GPS location reporting, signature capturing and e-mail/text receipts.

What to look for

Your business is unique and your individual needs might make one mCommerce (mobile commerce) product better than another. To find the best overall mobile credit card processing product for your situation, consider the following criteria to find the right mix of features, functionality and fees.

Pricing

Everyone claims to have the lowest fees or rates, but that doesn't mean the final cost is the lowest you'll find. There are several fees you

need to be aware of to determine the real cost of using any credit card processing service. Aside from setup fees and monthly service

Some services offer a mobile terminal available on any phone that can access the Internet, and work with just about any wireless provider or data network.

fees, there are also fees each time you process a credit card. The per-transaction fee is typically composed of two elements, the base rate and the processing rate. These vary by the payment gateway and merchant account you use, but they can really add up. While one service may have a low per transaction fee, the authorisation rate may be high. Calculate your average sales (quantity and charge) to find out which combination is best for you.

Hardware and compatibility

Most credit card processing apps work with a number of phones, often including iPhone, BlackBerry®, Android, Palm and WinMo smartphones. Some services offer a mobile terminal available on any phone that can access the Internet, and work with just about any wireless provider or data network. But if you or your employees already have a certain phone, you'll definitely want to make sure you find an option that will work with your current mobile device. You can also take your credit card processing to a whole new level

by using optional mobile card readers or Bluetooth printer/reader combos. These additional devices are portable and can let

you take advantage of lower swipe-transaction fees.

Additional features

Accepting credit cards with your cell phone isn't just portable, it also facilitates a number of additional features. With the right phone, network and service, you can capture signatures directly on your device, calculate sales tax, accept tips, manage customer information, and even e-mail or text receipts to customers.

Ease of use

Processing credit cards from your phone is remarkably simple; it's more intuitive than learning to use most credit card terminals. With well designed user interfaces, simple features and additional user

friendly elements, most credit card processing apps are actually very intuitive.

Security

Processing a credit card on your phone might seem a bit scary at first, but you and your customers can rest at ease knowing that mobile credit card processing is completely safe as the service is PCI compliant (a set of requirements designed to ensure that all companies that process, store or transmit credit card information maintain a secure environment), and uses SSL encryption (a global standard security technology) to make sure sensitive information is completely secure. The individual apps are often password protected and include additional safety measures in the event of theft or loss of the device. Furthermore, credit card information is never actually stored on the phone.

When you think about it, accepting credit card payments via phone is actually safer for both you and the customer, since the card never has to leave the customer's sight.

For more information just Google 'Mobile card processing app' and you're away.



Comment

Do you use an app to process credit card payments on a mobile device? Do they work? Do you trust them? Let us know your comments so we can share them.

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PROFILE: TRAFALGAR CASES



There's more to Trafalgar Cases than meets the eye

Trafalgar Cases has been a familiar name in the moving industry for over 25 years. Anyone who operates a palletised store will be wooden storage boxes. To find out a little more about the company and what makes it special, **Steve Jordan** made the trip down

It would be easy to drive past the Trafalgar Cases workshop in Kings Langley, in fact I did. Initial impressions are of a modest building, set back from the main road, and with timber products stacked up, awaiting delivery, in the front yard. But this unimposing façade hides a large factory stretching back into the distance packed with high-tech machinery and expertise developed over a quarter of a century of service to the moving industry and others.

The company was formed in the mid 1980s. The founders had previously worked with Armour Cases and felt that there were improvements that could be made in the design of standard warehouse storage cases to make them stronger and more practical.

Mark Penticost has been with the company since the very early days. He explained that, although the changes in construction were minor in themselves, they contribute to a significant difference in the durability and practicality of the case. He explained that the first change was to make the floor of

the case out of a high-quality plywood rather than chip board. Chip board loses its integrity if it gets wet which was a major cause of failure. But Mark explained that

"They are sufficiently flexible to allow the case to flex while it is being handled, but as soon as it is put down, the case immediately returns to its correct shape."

Mark Penticost

chip board has other problems. "Most people don't have extensions on their forklifts so the forks themselves are often too short," he said. "When they pick up a loaded box the forks reach little more than half way so the box cracks at the base. Using high-quality plywood stops the problem."

Another problem Trafalgar Cases identified was the strength of the side battens. The Trafalgar cases use a stronger batten that bends less and so puts less strain on the fasteners. Also, the battens are attached to the plywood using

heavy-duty staples with a resin coating. When inserted at an angle these provide a much stronger bond than can be achieved using nails. This simple design change

makes the box much stronger and more durable.

There is one other significant change that Trafalgar Cases introduced. Mark explained that they optimised the size of the clips that hold the whole box together. The problem is one of compromise: larger clips are easier to handle; smaller clips provide greater strength and better maintain the integrity of the case. "We looked carefully at the design of the clips and settled on what we believe is the optimum design. They are sufficiently flexible to allow the case

to flex while it is being handled, but as soon as it is put down, the case immediately returns to its correct shape."

Mark acknowledges that there is an inherent problem with Trafalgar Cases as there is no built-in obsolescence. "We know that there are cases we made 25 years ago that are still giving good service," said Mark. But he feels that this is, on balance, a good thing. He much prefers to build a product that will last, and accepts that he must be on a continuous quest to find new customers, rather than supply a product that will disappoint.

Trafalgar Cases has, however, marketed some variations on the basic theme to supply different parts of the moving industry. The company makes, for example, a walk-in archive storage box with shelving designed to take standard archive storage boxes and provide a central aisle for easy loading and retrieval. The standard case has also been redesigned with a lockable hinged door that can be used for mobile storage or as a cost-effective self storage unit in itself. Using this type of wooden

LIFE ON THE FRONT LINE: JAMIE POTTER

LIFE ON THE FRONTLINE

BY DAVID JORDAN

Jamie Potter, Control Group

Milton Keynes-based Control Group is a leading UK business services provider comprising five separate divisions: business moves, document archiving, document destruction, interior design and IT systems. Twenty-six year old Jamie Potter joined the company in 2007 as a general operative after spending several years working in the leisure industry.

The Control Group provides a wide range of services so general operatives have to master a number of different skills in addition to those of the traditional mover. "The job is very varied," said Jamie. "I get involved in

I recently qualified to carry out PAT testing, so that's another service I'm able to give our relocation customers. Apart from the formal training I've learnt a lot from the more experienced people in the crew; they're always happy to pass on their skills to the younger guys."

"I get involved in several different types of work, not just the moving side, so every day is different."

Jamie Potter

"There's always a good atmosphere amongst the crews and a lot of friendly banter, that's very important especially when you have to travel long distances and maybe stay overnight somewhere. Officially we work from 8.30 to 5.30 but often our working day is much longer, it's the way our industry is, you just have to be flexible, it's no good being a clock watcher."

Recently Jamie's old school became an academy and the Control Group were called in to move the equipment into the new buildings. "It felt really strange turning up at the school after so many years and helping to move all the stuff into the new academy buildings, it brought back a lot of memories," said Jamie.

I asked Jamie what he enjoyed most about working for the Control Group. "I'm always busy and because the work is so varied I never get bored. The managers make sure we know what we're doing and let us get on with it, there's a lot of trust and I like that. Most of the guys here have been with the company much longer than I have and enjoy working here - it's a happy ship."



● Top left: Mark Penticost; top centre: manual assembly; top right: the computer-controlled saw; bottom left: computer controlled drilling and forming; left: Semi-automatic nailing machine in operation;

familiar with the company's, now ubiquitous, the M1 to Kings Langley, just outside Watford.

case for self storage gives companies that want to experiment with self storage an opportunity to do so without having to invest in a full fit out. When they make the venture successful they can choose whether to stick with the flexibility of the wooden cases or go for something more permanent.

I took a walk though the factory with Mark. I wasn't sure what I was expecting but I was surprised at the level of automation employed. Yes there were some machines that were semi-automatic, such as nailing machines, but venturing a little further through the workshop led me to some of the real high-tech CNC (Computer Numerical Control) machines. These were able to cut multiple sheets simultaneously or drill and form case bases and panels from complex patterns with profiles cut and holes drilled accurately and with absolute repeatability. This has allowed the company to diversify to provide bespoke cases

"We looked carefully at the design of the clips and settled on what we believe is the optimum design."

Mark Penticost

for virtually any application in any industry. Today, only around 20% of Trafalgar Cases' business is removals related.

This was my first visit to Trafalgar Cases: long overdue. I was very impressed with a company that I had previously only known as a supplier of storage cases for the moving industry. Although the moving market is still important, the world has moved on in the last 25 years and Trafalgar Cases has kept up with it.



● Jamie Potter

several different types of work, not just the moving side, so every day is different." On average Jamie spends about three days a week working on relocation work and the rest of the time carrying out document archiving and secure shredding. During relocation projects he also helps the company's technicians with the fixing of IT cabling and other aspects of installation. "I'm always keen to learn new skills and the company is very keen to make sure everyone is properly trained," said Jamie. "We're all put through the basic courses like health & safety and materials handling, but we're trained to do other things as well.

Read *The Mover* online at www.themover.co.uk

TRAINING: REASON GLOBAL AND LOK'NSTORE



Lok'nStore boosts sales and workforce morale

Reason Global has recently provided insurance training to Lok'nStore, the UK-based self storage company. The training has helped the company give its customers a better service and increase its sales of insurance products.

The training programme, provided by Reason Global at no additional charge, gives the necessary skills and background required for removals and self storage clients to enhance insurance related sales to their customers. Lok'nStore has taken full advantage of this service and reaped rewards as a direct result.

Reason Global's informative training service

The service offers face-to-face training and the provision of relevant documentation. If required, support can even be provided to create a staff training film. Marketing literature is included to help clients promote their product successfully and guidance supplied on how to improve sales.

In the case of Lok'nStore, a full day of training was given by Lorraine Dicksee, the general manager at Reason Global, to each customer-facing member of the Lok'nStore team. The training, spread over several days and delivered in all to about 100 employees, was presented in a step-by-step format raising both the level of technical ability and also increased awareness of potential insurance sales opportunities. An informative training booklet was also provided. Staff developed a clear understanding of what to do when faced with customers whose

The training programme helped Lok'nStore provide a more professional, time efficient and unified service to their customers.



● Lorraine Dicksee

insurance needs are not the norm or where there are unusual circumstances. A comprehensive test was conducted at the end of the day to ensure that everyone understood the content and could incorporate the knowledge gained into everyday sales.

As Lok'nStore is FSA regulated, Reason Global provided the company with all the relevant documentation to help it comply with the regulations.

Lok'nStore reaps rewards

The training programme helped Lok'nStore provide a more professional, time efficient and unified service to its customers. Service was improved through the greater ability of staff to address technical questions accurately and solve problems quickly.

As a direct benefit of the training, Lok'nStore noted a more satisfied customer base and a happier workforce. Staff felt more confident in handling the insurance process and believed they had been given a fair opportunity to do their job effectively, while customers gained increased trust in Lok'nStore.

Changing the approach towards customers has improved sales for the company. For example, the training showed staff a way of avoiding customers taking only the minimum insurance requirement by carefully structuring the conversation and the order in which certain questions are posed to the customer. Jann Jackson, Training Manager at Lok'nStore, said this has made "a gigantic difference to sales" as employees have been able to quote costs accurately.

A happy client

Prior to enrolling Reason Global, Lok'nStore had used a different insurance and training provider with little success. Jann explained: "We received a lot of negative

feedback from employees following training by previous providers, but Reason Global was given the universal thumbs up by our staff – and with good reason. Its training was much better, more enjoyable and much more informative than anything we've had before, I was incredibly impressed," she said.

Reason Global trains Expect Move

Nicholas Marshall from Reason Global recently provided training for staff at Expect Move in Greenford to ensure that the company's customer documentation remains up to scratch. Nicholas explained that the course included all customer documentation including trading conditions; summary of insurance; and insurance clauses, exclusions and limits.

This type of training is a regular part of Reason Global's customer support service.

Read *The Mover* online at www.themover.co.uk

New appointments for Crown

Crown Relocations has announced a number of new appointments:

Frank Kursteiner has become the country manager for Crown Cambodia in Phnom Penh. Frank has worked in the relocations business in Asia since 1998. In 2004, he joined Crown Beijing to develop the corporate business in Northern China and later moved to Crown Kuala Lumpur to head the corporate services team and support sales activity in the region.

Edward Hogan is the new manager of records management services (RMS) in Manila having been in the records management business for 10 years. He joined Crown in 2007 and has functioned in several managerial roles for offices throughout the group, including China, India and Botswana.

Norah Franchetti is now vice president of Marketing, Learning & Development for the Crown Group. Norah has been

with Crown for 27 years working in Asia, Europe and the Americas. Her new role bases her in California.

Sheryl Cherry has become the marketing manager for Crown North America. Sheryl is based in California and will be responsible for all marketing activities in North America which includes client education webinar sessions, brand awareness and working closely with senior leaders and clients on joint marketing and corporate social responsibility projects.



● Frank Kursteiner



● Edward Hogan

Phil Jackson dies

Phil Jackson died on 3 February, 2011, he was a few weeks short of his 70th birthday. Phil had been in the moving industry for 46 years. He started his career with Cox & Kings and then Smith & Herbert prior to its acquisition by Trans Euro in the 80s and the acquisition of Trans Euro by Amertrans and subsequent formation of TEAM Relocations. Until his death Phil had remained an important member of TEAM and had only recently considered slowing down to a three-day week.

Phil was always smiling, always immaculately dressed and ever the charming sales professional.



● Phil Jackson

He was a pleasure to work with and will be sorely missed, not only by his colleagues in TEAM but also in the industry globally where he made many friends.

Phil's family is planning a memorial service that will be held in London in the near future.

“ Opinion

I worked with Phil at Trans Euro in the late 1980s and early 1990s. We were in different departments so we weren't close, but I knew him as a thoroughly good chap who was always ready with some sound advice or a helping hand whenever it was needed ... which was often in my case. The good die young.

Steve Jordan

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The age of the 'macho manager' is dead

There's room for a whole range of management styles in today's business world.

By **Julie Blunt**



If you need to engage hearts and minds in your business, you need to take a consultative and democratic approach. If time is pressing or there is an urgent imperative at stake, a more autocratic style works best (if you hear a fire alarm for instance, you aren't about to set up a focus group and start asking: "Well, what do you think we should do?" In these circumstances, it would be appropriate to be a little more directive!) The key to being a successful manager today is about being flexible and positive in your approach. However, despite the

fact that the business world has changed beyond all recognition in the last 20 years, we still have a legacy of 'macho management', a negative and often highly damaging style of leadership that first developed in the hierarchical organisations in the 50s and 60s. So why do I still come across examples in the hugely different business world of the 21st century? And what do we mean by 'macho management'? For me, there are 3 types of macho manager:

'The Bully'

The Bully is the worst kind of macho manager, exerting authority in a damaging way, without respect for the rights of others. The Chartered Institute of Personnel and Development, describes this

The Bully is the worst kind of macho manager, exerting authority in a damaging way, without respect for the rights of others.

approach as a 'set of toxic behaviours displayed by a person who uses their personal and professional power to crush the power of others'.

Often aggressive and dominating, they create unhealthy levels of stress in their teams by being inconsistent, highly critical and by singling people out. This approach is self-defeating as the results they achieve are won through fear, which means that whilst they may work in the short-term, there will be no commitment or loyalty in the long-term and the ultimate result will be a low performing team and high staff turnover. In the meantime, no staff members will risk making mistakes, so there will be a lack of creativity and a tendency to avoid taking responsibility for fear of reprisals.

One of my clients described her experience of a bullying manager, who constantly set her up to

Martyr managers set themselves up as heroes, taking on more work than anyone else, dealing with unpleasant tasks, and, most importantly, working longer hours...

humiliate her in meetings, firing unexpected questions at her and heavily criticising her responses. Others in the meeting were too scared to speak in her defence. She has since left the organisation, and knows of at least four others who have left the same small team in the last few months.

'The Martyr'

Martyr managers set themselves up as heroes, taking on more work than anyone else, dealing with unpleasant tasks, and, most importantly, working longer hours than anyone else. The important point is they don't keep this to themselves. Martyr managers are usually trying to show how indispensable they are to the organisation, so they revel in fire-fighting. Although, as management writer Steve McDermott says, "Some of the best fire-fighters are also some of the best arsonists!" Under the guise of being a positive role model for their team, they subtly (or not so subtly) put pressure on their staff by encouraging feelings of guilt and by developing a culture of long working hours and 'presenteeism' – i.e. where what is valued is how many hours you're putting in, rather than what you've achieved. As a result, very long working days become 'the norm' and staff are much less productive than they could be.

Having worked for a martyr manager in the early part of my career, I was able to see the impact this had on the team. Although both myself and my colleagues were hard working and highly professional, our manager constantly implied that we weren't doing enough. She regularly let us know how long she worked in the evenings and how she was constantly in demand by the business. The result was that our working day became longer and longer until we all started to treat 8am to 7pm as a 'normal' working day. I began to notice that, not only were we not getting any more done - work just seemed to stretch to fill the time – but we were all beginning

to show signs of stress through an increase in health problems.

'The Competitor'

Like the *Fast Show* character, 'Competitive Dad', this is someone who needs to win at any cost. Whilst some aspects of competition are positive and necessary in business, an overly competitive manager will create an atmosphere of conflict within the organisation, based on 'I win, you lose'. Some years ago, I attended a management conference organised by an IT company I was working with. The aim of the conference was to break down the 'silo' mentality in the organisation and look at ways to help the company improve its market position. Two of the senior managers who presented made it clear that they did not have the company's interests at heart, but were only focussed on showing how much more effective their own departments were. This did not go unnoticed, and within six months both had left the organisation.

Competitor managers will create divisions between, and sometimes within, teams by always striving to be the 'winner' at any costs. Sometimes this approach is demonstrated in a less obvious way. I've come across managers who outwardly express support for their peers or team members, whilst covertly undermining them. One of my executive coaching clients has just identified that one of his peers, who had always been a confidante, and apparently supportive of his work, had been criticising his approach to others and also claiming some of his ideas as her own.

So why are these destructive management behaviours still with us? Well, I believe that most of those who operate with this approach are doing so because they are covering up a lack of leadership ability. And because of this, they find it easier to bully and cajole others into performing than to engage and inspire them. It's also true that some managers have had poor role models, and so

have adopted this behaviour as they believe it's the right way to manage.

And before you start thinking this has nothing to do with you and your approach, just ask yourself if you ever demonstrate some of these characteristics when you're leading your teams. What is your 'default' style? If you naturally tend to be more autocratic than democratic in style, you may be in danger of adopting a macho management style on occasions.

Your call to action

So, to develop your own management style to be more positive and supportive, you need to;

- Become more aware of your natural leadership style. If any of the descriptions ring true for you,

I believe that most of those who operate with this approach are doing so because they are covering up a lack of leadership ability.

what is the impact on you? On your team?

- Involve others more in decision making. Find opportunities to get the views and ideas of others – and take them seriously. This will encourage a more open and positive culture
- Do more asking than telling. Focus on finding out more about your team members and what they have to offer. The more you learn about their strengths and what drives them, the more likely you are to be able to engage them and make the best use of their talents.
- Recognise efforts and achievements. Just saying 'thank you' and recognising where someone has put in extra effort can have a big impact. This in turn will help to create a more motivated and productive workforce.

Julie Blunt

Julie is an Executive Coach and Training Consultant, with over 20 years commercial experience, specialising in personal effectiveness and leadership development.

As Director of Julie Blunt Associates, she has designed and delivered tailored training programmes in a wide range of organisations, as well as providing coaching and training consultancy to help develop teams, individuals and organisations. Her clients have included both private and public sector organisations as well as charities. For more information go to www.julieblunt.co.uk or e-mail: info@julieblunt.co.uk.



Read *The Mover* online at www.themover.co.uk



LEGISLATION: EURO-6

Don't get caught napping over Euro-6 implementation

Some experts believe that much of the transport industry will not be ready when the latest Euro-6 emissions controls come into effect on 31 December, 2013.

By **Bob Bluffield**

In a survey conducted by Chevron of 500 vehicle buyers across a range of fleet sizes, it concluded that three quarters were unaware of when the new regulations would come into force. 67% of those polled said they had not even considered how it would affect their vehicle buying strategies and only 16% had planned to upgrade to Euro-6 as soon as possible. But the clock is already ticking and vehicle operators should be considering the changes they need to make to their fleets sooner rather than later.

The legislation announced by the EC in 2007 is the next stage of the regulations to reduce harmful gases that are released into the environment and follows the previous Euro-1, 2, 3, 4 and 5 mandates. Euro-6 will further reduce particulate matter considerably by 66% and nitrogen oxides (NOx) emissions by 80%. The regulations are also intended to control levels of carbon monoxide, non-methane hydrocarbons, total hydrocarbon evaporative, crankcase and exhaust emissions. The European Commission claims this should lead to improvements to the environment and health. After Euro-6 regulations become mandatory EU member states will be required to refuse the approval, registration, sale and introduction of any vehicles that do not comply to the new standards and the regulations will also include measures concerning access to information on vehicles and their components and maintenance. Tax incentives may be granted by EC member states to those who introduce new vehicles that are

Euro-6 compliant prior to the date the new controls come into place. The German government is believed to be already considering introducing an incentive by reducing LKW-Maut toll fees levied on HGVs that use the country's Autobahn network, according to Andreas Renschler, Head of Daimler Trucks and Buses. Manufacturers, worried

The legislation announced by the EC in 2007 is the next stage of the regulations to reduce harmful gases that are released into the environment...

that sales will only be limited for Euro-6 vehicles prior to implementation, believe incentives are necessary to create an early demand for their Euro-6 compliant vehicles.

As a result of the cost implications associated with the new regulations, truck makers believe that there will be a massive surge in sales of Euro-5 compliant trucks during the period leading up to Euro-6 becoming mandatory in less than three years time. Euro-6 trucks are expected to be more costly and more complicated than earlier vehicles and will require diesel particulate filters (DPF) and this is causing a degree of scepticism over their efficiency. Tony Pain,

Marketing Director of DAF quoted on the website Roadtransport.com said: "When people see what Euro-6 involves they'll suddenly think Euro-5 was brilliant". He believes that this will be the final round of European emissions regulation because "a Euro-6 truck will arguably be cleaner than an electric truck, assuming it sources its electricity from a coal power station".

It is widely believed that implementation of Euro-6 will have an adverse affect in terms of fuel economy by around 6% although Mercedes-Benz has claimed that its new generation commercial vehicles will improve fuel economy by up to 2%. But, as a consequence of the new regulations, commentators have suggested that payloads will be reduced and space on the chassis restricted although they expect manufacturers to introduce fuel saving packages including anti-idling devices, improved oil and better rolling resistance. Nevertheless they also expect Euro-6 trucks to cost around £5,000 more than their predecessors. Mats Franzén, Manager of Engine Strategy and Planning at Volvo Trucks told *Commercial Motor* that he is satisfied with the way Volvo's engine designers are tackling adaption to the new standards. "We take a positive view of the tough requirements. They pose a challenge to us, like everyone else. They offer engine designers a chance to show their mettle, which gives us a clear competitive edge. We will meet the standards long before the new legislation takes effect". He added that the

biggest improvement had been in air emission levels and a truck thirty years ago produced the same level of particulate emissions as fifty trucks today and that Euro-6 will reduce these emissions by a further 50%. He does not agree that Euro-6 trucks will be less fuel efficient and said that Volvo's FH has cut its diesel consumption by

... the clock is already ticking and vehicle operators should be considering the changes they need to make to their fleets sooner rather than later.

almost 40% in 30 years and claimed that Volvo will continue to reduce fuel consumption by about 1% per year.

According to Jonas Hofstedt, Senior Vice President Powertrain at a press conference on 16 April, 2010 to launch its new V8 truck range Scania announced that it has "... all the technical solutions and also the engine platform needed to fulfil the Euro-6 emission standards" that they claim marked the last step in creating a new engine platform for Euro-6.

Despite the claims, it seems inevitable that Euro-6 implementation is likely to cause operators to dip deeper into their pockets at a time when other costs are also spiralling.

Working at height

By **Mike Babinski**

Three million people in Great Britain work on or near vehicles as part of their regular job, getting on or off a vehicle for loading/unloading operations and working at height on the vehicle are often viewed as being incidental to the job. Because of this the risk involved may not be properly considered by both the removal crews and their managers.

In 2005/2006 falls from height accounted for 46 fatal accidents at work and around 3,350 reported major injuries. The economic and human cost amounted to over £36 million.

Working at height is considered to be working above or below ground where a person could be injured by falling. Work includes moving around a place of work except by a permanent staircase but not travel to and from work.

With a careful risk assessment of the tasks involved, and by implementing simple and cost-

effective safety controls, companies can reduce the risk of falls from vehicles quite significantly and avoid potential losses.

In 2005/2006 falls from height accounted for 46 fatal accidents at work and around 3,350 reported major injuries.

Companies should consider the following solutions:

- Analyse tasks to reduce slip and trip risks; pushing or pulling and excessive manual handling makes things worse. Where possible you should aim to reduce the number of staff who need to get on and off the back of vehicles/ramps.

- Job design can affect the likelihood of people falling from vehicles, e.g. task and finish (where the crew go home when the job's done) or not providing enough staff for the job can apply pressures to get the job done.

- Train staff to avoid slips and trips and include advice on safe access/egress and not jumping down from vehicles which can lead to long-term damage to joints as well as causing sprains and strains.
- Provide drivers with systems to document and report defects to steps/ramps.

Various contaminants are present in the haulage industry. Diesel spills at filling stations, depots and around the vehicle fuel tank can result in slippery surfaces. Many drivers and porters have reported injuries either slipping or falling after getting diesel, oil or grease on the soles of footwear (rain water, snow and ice are also common problems which can result in staff falling from vehicles). Companies can help reduce the risk of falls due to contamination by providing staff with safety footwear which is slip resistant, provide cleaning equipment to remove contamination from the

areas of the vehicle where staff walk, and clean footwear if necessary. Regular checks should be carried out to ensure vehicles are kept in a good and clean condition.

Mike Babinski

Mike runs his own independent health and safety company FTS (North East) Ltd. based in Cleveland. He has over 20 years' practical experience in the moving industry. Mike can be contacted on: 0844 3358906.



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Better Standards for removals services

Sarah Horsfield from BSI explains how standards work.

Tens of thousands of overseas removals take place every year, with people wanting to ensure their goods are shipped efficiently and securely. The overseas removals industry is unlicensed, so how can those providing overseas services set themselves apart to consumers or commercial clients?

Current standards in removals services

Most current furniture removals standards apply across Europe and relate solely to domestic removals. BS EN 12522 Part 1 and Part 2 cover the provision of private furniture removals. These standards apply only to those activities which relate to the mobility of private individuals where the contract is entered into by an individual (or by an employer or relocation agent) and where they require the moving of personal property. BS EN 14873, again in two parts, then brings together best practice on the storage of furniture and private personal effects. These standards focus on the provision of storage facilities and their related services and are applicable to all forms of storage, whatever the means of containment.

More recently in 2009 BS 8522 was published and developed for commercial removals activities, applying to all forms of this service, whatever the means of transport and handling or the type of property being moved, and whatever the type of customer organisation, e.g. office-based. The standard defines what might be expected of the service provided to commercial customers, the scope of the commercial moving service,

obtaining preliminary information and supplying quotations and monitoring the commercial moving service.

Early in 2010 the industry approached BSI to consider the development of a standard to help

An informal standard can be something as simple as a company having guidelines on how staff members should answer telephone calls or a trade association having a code of practice for its members.

with overseas removals services. Standards are created when a genuine societal or commercial need has been identified often when a new product, process or service is developed to which no existing standard can be applied, and so the industry has started working with BSI to develop a new British Standard. This standard, (BS 8564 Overseas Removals Services: Requirement for Overseas removal services), will be the result of shared knowledge and good practice developed by business, consumer bodies, and government departments. It is intended to set a benchmark for good practice for overseas removals and to help raise both businesses and consumers confidence in these services by:

- Providing identified, measurable levels of service;
- Helping companies understand the level of resources and service levels that consumers are entitled to expect from them;
- Reassuring customers that smaller businesses would give the same assurances to their customers

as the large national international companies;

- Encouraging the use of fair, ethical and inclusive practices.

For any removals company not currently using standards, their first thought will be 'how do

- Standards provide businesses with a reliable and consistent reference point which can help to reduce the risk of making an error. As a result, businesses can save both time and money as well as reducing the likelihood of damaging their reputation;
- Standards may be national, international and/or European, so their application may be wider than the UK.
- Standards enable innovation by defining and measuring product performance, leaving the user free to use a standard without divulging intellectual property.

Ultimately, standards can help businesses to save time, save money, reduce risks and provide assurance to private customers and commercial clients.

What are standards?

Formal standards

Formal standards (such as BS EN 12522-1 and -2:1998, BS EN 14873-1 and -2:2005, and BS 8522:2009) are publicly available, published documents that are established by a broad consensus of industry experts and representatives of government, business, research, test and certification organisations; academia, consumer interest groups and trade unions.

Standards are amended when new processes, services or products are developed or when societal or commercial needs shift. As a matter of course, all formal standards are reviewed every five years.

All standards are designed for voluntary use. However, a limited number of laws and regulations might refer to certain standards or use them as the simplest way of

CROSSWORD



Crossword

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showing compliance.

Formal standards fall into two main categories. Technical standards detail requirements that businesses can use to shape their products or services so that they fit market or regulatory needs.

Standards provide businesses with a reliable and consistent reference point which can help to reduce the risk of making an error.

Quality-management system standards (QMS) establish recognised best practice for the way processes should be managed.

Informal standards

Businesses, associations or organisations can develop their own, informal standards or they can employ external organisations, such as BSI, to help them.

An informal standard can be something as simple as a company having guidelines on how staff members should answer telephone calls or a trade association having a code of practice for its members. In many instances, informal standards can bring many benefits and help a business or organisation to achieve its objectives.

BS 5522:2009 was initially developed as a private standard,

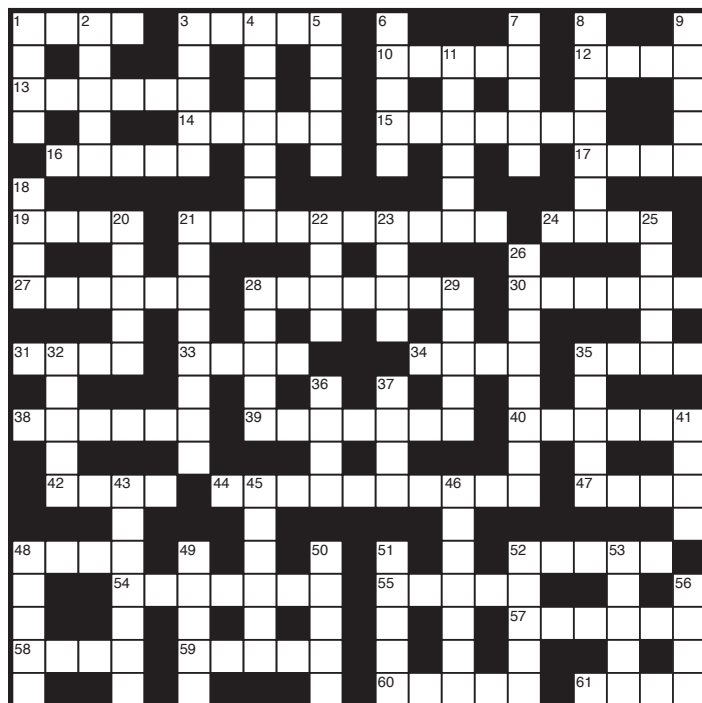
and then became a British Standard, developed with other organisations within the industry.

Complying with the requirements of a standard

To claim compliance with a standard all that is necessary is that it is bought, read and its requirements are implemented in all relevant areas of the business. However some companies may choose to have compliance verified by an outside auditor as this independently verifies that the service meets the requirements of the standard, if challenged by a customer or consumer organisation.

The Kitemark, BSI's own highly regarded and well-recognised symbol of trust and integrity, shows that a product complies with the requirements of an appropriate standard. Kitemark symbols are associated with tens of thousands of products and services from light bulbs and electronic circuit boards to car windows, cattle tags and gas cylinders. The presence of a Kitemark assures consumers that a product or service has satisfied rigorous test procedures. There is a Kitemark for removals service; to read more, see www.kitemark.com/products-and-services/.

Sarah Horsfield is the Secretary of BSI's Removals Services committee at BSI. For further information, please contact Sarah Horsfield at sarah.horsfield@bsigroup.com or visit www.bsigroup.com/.



Across

- 1 Ludo, darts or cricket (4)
- 3 Public swimming pool facilities (5)
- 10 Abandon (5)
- 12 Conspire (4)
- 13 Ordinary (6)
- 14 Strong winds (5)
- 15 Pig's foot (7)
- 16 To duel with swords (5)
- 17 Impolite (4)
- 19 Gound or estate (4)
- 21 Salad dressing (10)
- 24 Small branch (4)
- 27 Small and delicate (6)
- 28 Teacher's helper (7)
- 30 Not level (6)
- 31 Lazy (4)
- 33 Scarce (4)
- 34 Rim or border (4)
- 35 Use teeth to sever (4)
- 38 The v in United v City (6)
- 39 A hair-cleansing preparation (7)
- 40 A contemptuous slight against dignity (6)
- 42 Facial disguise (4)
- 44 Trainee at work (10)
- 47 Still and peaceful (4)
- 48 Nought (4)
- 52 Pastime (5)
- 54 Night clothes (7)
- 55 Camel-like animal (5)
- 57 Serviette (6)
- 58 Cycle of duty (4)
- 59 Indian class (5)
- 60 This 24 hours (5)
- 61 Unruly child (4)

Down

- 1 Courteous man (4)
- 2 Blend (5)
- 3 A protuberance (5)
- 4 High cupboard (7)
- 5 Melting snow (5)
- 6 Circular dish (5)
- 7 Cash for trivial incidentals (5)
- 8 Common bird (7)
- 9 Keep in stock (5)
- 11 Handsome youth (6)
- 18 Contented (4)
- 20 Move rhythmically (5)
- 21 Wife of town leader (8)
- 22 Not any (4)
- 23 Opposed (4)
- 25 To welcome (5)
- 26 Childish, immature (8)
- 28 Points awarded (5)
- 29 Wireless (5)
- 32 Fantasy (5)
- 35 Plain and simple (5)
- 36 Den (4)
- 37 Bridge across (4)
- 41 Domesticate (4)
- 43 Temporary substitute (7)
- 45 Portable stove (6)
- 46 Sick person (7)
- 48 Horse in pyjamas? (5)
- 49 Expel (5)
- 50 A belonging of some worth, a credit (4)
- 51 A romantic tease (5)
- 52 Conveniently located (5)
- 53 Bread cook (5)
- 56 Nautical miles per hour (4)

– Solution on page 45

THE SILENT KILLER IN THE CAB

When writer Bob Bluffield was finding it difficult staying awake during daylight hours he was referred by his GP to a sleep clinic. After discovering he had a common, yet potentially dangerous, sleep disorder, a simple treatment has provided a miraculous cure.



Although British truck drivers are regarded to be amongst the safest on the road there have been several fatal accidents involving heavy goods vehicles that have been attributed to drivers falling asleep at the wheel. In July 2006 a family of four were killed on the A34 near Bicester when a 30-tonne truck ran into a line of stationary traffic during the afternoon rush hour. The driver of the truck had been awake since 0430 and had started driving at 0700. He was found guilty of four counts of causing death by dangerous driving and sent to prison for three years and nine months. During his trial he told the court "something catastrophic" had occurred but he did not know what. Without knowing it, this driver had momentarily fallen asleep.

This is a significant disorder that affects more than one in 50 adults, but is more prevalent in middle-aged men who are obese.

A few months later, a young car driver was killed on the M62 near Liverpool caused by another HGV driver who had fallen asleep. The victim's family discovered a year later that there had been four other similar accidents in a period of four months from October 2007 involving HGV drivers that had resulted in the deaths of nine people. After coming to terms with the dreadful events that had left the young man dead, during August 2008 the driver responsible, Colin Wrighton, began campaigning to raise awareness of the condition that had caused him to fall asleep.

The causes of these two major accidents could easily have been avoided had they been diagnosed correctly and were attributed to a condition known as obstructive sleep apnoea. This is a significant disorder that affects more than one in 50 adults, but is more prevalent in middle-aged men who are obese. In 2005 the BBC *Real Story* programme suggested that 41% of HGV drivers have a sleep disorder of some form with one in six of them requiring urgent

HEALTH: OBSTRUCTIVE SLEEP APNOEA

treatment for sleep apnoea, although most are unaware that they are sufferers. The condition is characterised by heavy snoring that leads to acute sleep disturbances that causes fatigue and sleepiness during the day. The British Sleep Foundation (BSF) considers lorry drivers to be particularly at risk because they are often overweight because of their sedentary working conditions, have unhealthy high-fat diets and work unsocial hours. One survey showed that 38% of lorry drivers had a body mass index of between 25 and 30 and more than 50% were regarded as obese with a body mass index over 30. Experts estimated that 80,000 of a workforce of half a million truck drivers may be suffering from sleep apnoea without knowing it. This is a frightening thought but HGV drivers are not alone and sleep apnoea also affects train drivers, airline pilots and motorists who are equally putting their lives and the lives of others at serious risk.

It is believed that one in five motorway and trunk road accidents have been caused by drivers falling asleep. Any driver who feels sleepy during the day obviously poses an extreme risk and drivers should seek urgent medical attention if they suspect they may have sleep apnoea before it leads to an accident. Research suggests that up to 20% of UK road accidents have been caused as a result of sleepiness. But many drivers who may already be aware that they have a sleeping disorder are often deterred from seeking help because obstructive sleep apnoea is a condition that they are required by law to declare to the DVLA. Although this does not necessarily lead to a temporary ban until the authority is satisfied that the condition is being treated satisfactorily, there is a risk of this happening. Professional drivers are naturally worried that their jobs will be put at risk, although once treatment is being received it is normally successful within a week or so and driving can resume. Nevertheless a temporary ban is a better option than running the risk of a prison sentence for killing someone and employers need to be sympathetic if they suspect any of their drivers have the condition.

One of the more obvious symptoms of sleep apnoea is heavy snoring caused when the muscles in the throat relax during

sleep causing insufficient air to pass through the airway. This wakes the sufferer for up to ten seconds while they gasp for air. If this occurs more than five times an hour the patient is considered to have sleep apnoea but in many cases air deprivation can happen 50 or more times an hour. In more serious cases breathing can stop up to 400 times a night and if left untreated can increase the risk of a stroke or heart attack and will aggravate existing health conditions such as high blood pressure, type 2 diabetes, and heart and brain diseases. Some with the condition have also reported morning headaches, irritability, and memory and concentration problems, but the condition is more commonly associated with falling asleep during the daytime. In its worst form some sufferers are even falling

...sleep apnoea also affects train drivers, airline pilots and motorists who are equally putting their lives and the lives of others at serious risk.

asleep while talking or eating.

The most concerning thing is that obstructive sleep apnoea is not always recognised by the medical profession. In the case of the M62 accident, the truck driver, Colin Wrighton, had been to his GP five months earlier complaining of tiredness but his doctor had instead checked him for diabetes. The test came back clear and the doctor told the driver that he was probably suffering from stress. Had the GP been more aware of sleep apnoea and had diagnosed this as a cause of his tiredness, then Mr Wrighton could have been referred to a sleep consultant. This would normally involve spending the night in a sleep clinic where he would have been monitored and his sleep patterns would have been electronically recorded. It proves there is a symptomatic failure of the system when GPs frequently miss obvious signs and fail to associate tiredness with sleep apnoea even though it is a common condition with serious

implications. This could be causing scores of needless deaths every year. One study calculated that drivers suffering from sleep apnoea are 6-15 times more likely to become involved in a road accident; a mind-numbing statistic.

Obstructive sleep apnoea is usually very simple to treat. Sometimes it may require little more than a reduction in weight, stopping smoking or a reduction in alcohol intake. Most sufferers who have been diagnosed with the condition will be prescribed a positive airway pressure machine (CPAP) that is attached to a face mask that is worn over the nose (or nose and mouth) during sleep. This quietly blows filtered room air at a slight pressure into the wearer's airway during sleep that is sufficient to widen the throat cavity to assist normal breathing. Within a very short period of using a CPAP machine normal sleep is restored and the user is able to enjoy a much improved lifestyle without the risks of dozing off during the time they would normally be awake. Their partners and families also benefit by not being kept awake by constant loud snoring. Although vanity prevents a few from considering wearing a mask while they are in bed, because they are hardly sexy, the long term benefits of using a CPAP device far outweigh the disadvantages. There are other treatments that may be suggested. Dental devices, similar to gum shields, worn during sleep are proving to be successful by reducing snoring in some sufferers, whereby throat sprays are less so. A tonsillectomy or a surgical procedure to cut away excess skin to widen the airway can be a last resort option if other treatments fail to work.

At the inquest of Toby Tweddell, the victim in the M62 crash, the Coroner issued a Rule 43 report to the Lord Chancellor's Department that called for a toughening of the licensing of commercial drivers. He called for medical screening of all lorry drivers with a view to amending the DVLA medical examinations report form to improve the identification of sleep apnoea sufferers. He also highlighted the necessity for a fast-track medical examination of commercial drivers involved in road traffic collisions, and for better education to make drivers aware that diagnosis of sleep apnoea is almost certainly not the end of a driver's career. In

November 2008 the Department of Transport responded by stating that current arrangements for the control of sleep apnoea are adequate. The Department also said no changes would be made to the medical examination report form completed by doctors with applicants for vocational driving licenses and saw no need to change the frequency with which goods vehicle drivers should undergo routine medical examinations. The DVLA document INF4D notes that accompany the medical report clearly states: 'at least three in every thousand men' have sleep apnoea, although Dr Irshaad Ebrahim, Medical Director of the London Sleep Centre, believes 6-8% of the male population over the age of 50 suffer from the condition, so why are the authorities not giving the condition more prominence? Sleep scientist Melanie Marshall has said that "untreated, undiagnosed sleep apnoea individuals are more lethal on our roads than individuals who have been drink-driving".

This leaves drivers to bear the brunt of responsibility by notifying the authorities if they feel that they have a sleep disorder, but employers should also play their part by ensuring they adopt a sensible and mature approach by being sympathetic towards any of their drivers they may suspect of having the condition.

Useful websites

The Sleep Apnoea Trust:
www.sleep-apnoea-trust.org

NHS Choices:
www.nhs.uk/conditions/sleep-apnoea

Private Healthcare UK:
www.privatehealth.co.uk/diseases/sleep-disorders/obstructive-sleep-apnoea/

The British Sleep Society:
(regulations on sleep apnoea and driving)
www.sleeping.org.uk/dvla_advice.aspx



LEGISLATION: CORPORATE MANSLAUGHTER

CORPORATE MANSLAUGHTER CONVICTION – A FORCEFUL REMINDER

The UK has recently seen its first conviction for corporate manslaughter which serves as a forceful reminder to all business owners of their responsibilities and the consequences of a lapse in their health and safety measures.



The recent case involved Cotswold Geotechnical Holdings that was sentenced in February after having been found guilty of failing to ensure the safety of an employee killed in a work-related accident. Alex Wright was 27 years old when he died on 5 September, 2008. He was a geologist for the company and was investigating soil conditions in a deep trench on a development plot in Stroud when it collapsed and killed him.

It's unlikely that a worker for a moving company would suffer the same fate but it does bring into sharp focus the responsibilities that all companies have to protect their workforces. In recent years there have been a number of examples in which moving companies have had some nasty scares as a result of accidents.

For most moving companies it's probably while driving that an employee is at greatest risk. Vehicle tracking specialists Navman Wireless - a provider of vehicle tracking via GPS satellite technology - believes that telematics technology has an important part to play in ensuring accountability.

Steve Blackburn, Vice President, EMEA Navman Wireless said the recent case has brought the threat of a corporate manslaughter claim much closer to home. "For many businesses, the conviction is likely

to signal a symbolic shift from corporate manslaughter as an intangible threat to an uncomfortably real possibility."

"The Corporate Manslaughter and Corporate Act 2007 came

"The Corporate Manslaughter and Corporate Act 2007 came into force in April 2008. This proved sufficient impetus for many managers to preside over significant consolidations of health and safety measures."

Steve Blackburn, EMEA Navman Wireless

into force in April 2008. This proved sufficient impetus for many managers to preside over significant consolidations of health and safety measures. However, the recent ruling will resonate among the prepared and unprepared alike, as a concrete example of the far-reaching repercussions of negligence," warned Steve.

Cotswold Geotechnical Holdings was fined £385,000, due to the parlous state of the company finances. The standard minimum fine remains £500,000 with no maximum limit. "Managers of commercial fleets will take special notice, as the sector is at high risk due to the disproportionately high

number of road accidents in which its drivers are involved*," explained Steve.

Steve explained that there are a bewildering number of factors to consider while running a fleet, but

ways, including: better training, more breaks, safer driving conditions, safer working conditions, less stress and fairer distribution of work."

Conscientious commercial fleet managers will seek to avoid the prospect of unlimited fines and stigma – but the primary benefit of any solution will always be measured in the reduction of accidents and improvement of conditions.

For more information on the legislation, the benefits of telematics and useful links, visit Navman Wireless' Duty of Care advice page: www.navmanwireless.co.uk/duty-of-care-advice.html.

**Of the 3000 deaths on the roads each year, an estimated third of all accidents involve at-work drivers. This is remarkable when out of 30 million vehicles on British roads, the commercial count is only a little over three and a half million.*



Comment

Very few moving companies, even those operating large fleets, use telematics as a transport management tool. What's your opinion? Have you tried it and think it's a waste of time or has it become essential to manage your vehicles effectively?

Have your say at comment@themover.co.uk

DIARY DATES/CROSSWORD

DiaryDates

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

The Commercial Vehicle Show

NEC, Birmingham, UK
12–14 April

BAR Conference 2011

Renaissance City Hotel,
Manchester, UK
12–14 May

FIDI Annual Conference

Lisbon, Portugal
1–5 May

OMNI Conference

Albufeira, Portugal
6–10 May **Young Movers
Conference**
Malta
26–29 May

European Self Storage Annual Conference

Portugal
15–16 June

MöLo International Fair 'Furniture Logistics, Removals and Storage'

Kassel, Germany
16–18 June

AMÖ General Assembly

Kassel, Germany
18 June

FEDEMAC General Assembly

Windsor, UK
18–20 November

The Movers and Storers Show

TIC, Telford, UK
21–22 November



Crossword solution

ACROSS: 1 Game 3 Baths 10 Leave 12 Plot 13 Normal 14 Gales 15 Trotter 16 Fence 17 Rude 19 Land 21 Mayonnaise 24 Twig 27 Dainty 28 Monitor 30 Uneven 31 Idle 33 Rare 34 Edge 35 Bite 38 Versus 39 Shampoo 40 Insult 42 Mask 44 Apprentice 47 Calm 48 Zero 52 Hobby 54 Pyjamas 55 Llama 57 Napkin 58 Rota 59 Caste 60 Today 61 Brat
DOWN: 1 Gent 2 Merge 3 Bulge 4 Tallboy 5 Slush 6 Plate 7 Petty 8 Sparrow 9 Store 11 Adonis 18 Glad 20 Dance 21 Mayoress 22 None 23 Anti 25 Great 26 Juvenile 28 Marks 29 Radio 32 Dream 35 Basic 36 Lair 37 Span 41 Tame 43 Stop gap 45 Primus 40 Invalid 48 Zebra 49 Eject 50 Asset 51 Flirt 52 Handy 53 Baker 56 Knot



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Outside back cover	£1150	£1120	£1090
Centre spread	£1400	£1365	£1330
MARKETPLACE*			
1 unit mono	£400 (1 year)	n/a	n/a
1 unit colour	£500 (1 year)	n/a	n/a
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