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Issue 044 November 2014 www.themover.co.uk

TheMover

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TheMover

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LEADER

Profit
before pay

Steve Jordan, Editor



I keep hearing on the radio that commentators are surprised that the UK is enjoying good growth for the first time in years, but that wages are not yet rising. That seems to me to be perfectly logical.

Of course, I didn't go to college to learn economics so who am I to pontificate when the likes of Robert Peston are puzzled, but things seem to me to be following a perfectly natural course.

We have all been treading water for a long time. Many of our partners overseas are still finding things tough. In the UK we are a long way from being out of the rough but at least it does seem as though we might at least be able to see the fairway if not quite reach it with a pitching wedge. But when money is tight we all tighten our belts a little, we stop doing things, we ask the R&D department not to have any bright ideas not because we are in trouble but just because we are not certain what the future holds.

When there is a glimmer of hope, however fleeting, we relax a little. Rather than say no to everything, we start to think, well maybe we should. Maybe we should let that old van go; maybe we should take on some part-time help; maybe we should spend a little more on advertising; or maybe we should update our website to something that works a bit harder for us. What we don't immediately think is maybe we should pay our staff more.

Of course we should pay our staff more, just as soon as we possibly can because they are the people who have kept us going during the dark days. But as sensible business owners we all know that it is our primary duty to secure the future of the business for without that, everyone's out of a job. Employees who are business savvy, know that too. They are prepared to wait. Not for ever, but a while at least.

The fact that the UK wage rates are not racing ahead I see as a testimony to the modern British mentality. Unlike in the past, people now seem to understand that you can only get higher wages after you have earned higher profits – not before. With that comes a responsibility on behalf of the bosses: to respect that trust, and not exploit it.

Steve Jordan



● The winning team from NRG Fleet Services, left to right: Rob Colby, Jon Siviter and Russell Markstein who also collected for Phil Hinks.

Pickfords Golf Day raises
over £7,000 for the NSPCC

Pickfords recently hosted dozens of clients, suppliers and partners at a corporate golf event and dinner, raising over £7,000 for its partner charity, the NSPCC.

This year's event was held at the Shendish Manor Hotel & Golf Course in Apsley, Hertfordshire, featuring 18 holes across the 5,660 yard, par 70 course.

Twelve four-player teams, including representatives from DHL, Riverside Truck Rental, TOR FX and Twenty CI, competed for the coveted 1st place trophy, while individual players bustled for the Nearest the Pin and Longest Drive trophies.

After an afternoon of swinging, chipping and putting in the autumn sunshine, guests were ushered into the hotel suite for an awards ceremony and three course dinner, followed by a raffle, auction and a round of 'sit down' bingo, all to help raise money for the charity.

The organisers took the opportunity to promote the NSPCC, inviting Stewart Perry, Fundraising Executive at the NSPCC, to talk about the charity. Pickfords' Lyndsey Daykin also showcased Pickfords'

new cartons, which feature the NSPCC's 'Talking PANTS' visual. The cartons are part of a campaign to raise awareness of this important NSPCC project.

"...we had a great day's golf and together we raised a significant sum to support the NSPCC's future projects."

Russell Start

Managing Director Russell Start, who was in the team that scooped second place said, "We were overwhelmed by the generosity of our sponsors this year, we had a great day's golf and together we raised a significant sum to support the NSPCC's future projects."

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Affiliations



NEWS: UK

Box company helps young people find a home

A nationwide charity that provides support for homeless and vulnerable young people is offering moving companies the opportunity to buy competitively priced corrugated boxes and at the same time help people sleeping rough find a bed for the night. Depaul UK provides over 125,000 'bednights' a year and has helped more than 80,000 people since it was founded in 1989.

A new fund raising enterprise, The Depaul Box Company, began trading in April 2013 and supplies a range of boxes to people moving house as well as made-to-measure cases to commercial customers. All profits are used to help young people find a bed for the night and a place to call home.

Joseph Howes, Executive Director of Fundraising & Development for Depaul UK said, "Instead of just relying on donations, we wanted to broaden our horizons and act like a business to raise money, rather than a charity. So we thought out of the box. Everyone associates the homeless with sleeping on boxes, so why not sell boxes to help the homeless?"

Depaul boxes carry the charity's branding and can also be printed with your company logo, etc. Typical lead times are around four days with delivery available throughout the UK.

● For more information call The Depaul Box Company on: 020 7939 1270.



● The Depaul Box Company boxes.



● Glasgow Team Leader Thomas Harvie.

Doree Bonner International helps Scottish referendum

Doree Bonner Scotland was delighted to play a role in the recent historic Scottish Referendum on 18 September.

The company's branches in Glasgow and Edinburgh were tasked with the logistics operation at the main Counting Centre at the Royal Highland Centre in Edinburgh. Steven McGregor, Manager of Doree Bonner's Edinburgh branch worked closely with the City of Edinburgh's project team during the advanced planning stage.

"Please pass on a massive thanks to the teams from Edinburgh and Glasgow for all their help over the past week..."

Lesley McMillan

Teams from both Glasgow and Edinburgh assisted with the preparation of the main referendum site, bringing equipment from multiple locations across Edinburgh to ensure the correct layout for the

count, which took three days before the referendum and a further two days post referendum.

A dedicated support team of vehicles, team leaders, drivers and porters were in place from the Wednesday to the Friday and included a night shift team for referendum night. The main task was to ensure the efficient receipt of ballot boxes from arriving vehicles and a rapid distribution to the counting halls so that the ballot could take place as quickly as possible.

The nature of the work meant that security was high with all Doree Bonner staff having pre clearance for the project.

In addition a 'Fast Response' removal team was on standby to relocate the operation to an alternative site in the event of a major incident at the conference hall.

Lesley McMillan, from the City of Edinburgh Accommodation team commended Doree Bonner on a successful conclusion to the project. "Please pass on a massive thanks to the teams from Edinburgh and Glasgow for all their help over the past week. They worked really hard and still managed to keep smiling throughout."

Got an event coming up?

Put it on the online events diary – just e-mail nikki@themover.co.uk



AAA REMOVALS & STORAGE JOINS AIM

Doncaster-based AAA Removals & Storage has become the latest member of the Alliance of Independent Movers.

AAA began trading in 2007 and offers nationwide removals using 7.5 and 3.5 tonne vans. The company also provides warehouse storage, self storage and document storage facilities.

"It's built up good momentum so with AIM's help I'm sure we can turn it into a growing and thriving business."

Steve Edmondson

Steve Edmondson at AAA Removals said, "I've kept the business small up until now, but recently decided to allow it to expand. It's built up good momentum so with AIM's help I'm sure we can turn it into a growing and thriving business."

AIM Director Steve Huggins said, "We are delighted to welcome AAA to the Alliance and look forward to helping Steve and the team achieve their goals."

The Alliance of Independent Movers was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. For the mover with limited resources, or even larger more established businesses, AIM can offer a wide range of benefits.



● Steve Edmondson.

PPS Crate Hire moves to new home

Crate rental specialist PPS held an open day on 11 September to celebrate the company's move from its head office in Leicestershire to new larger premises at Marchington near Uttoxeter.



● Washing and sterilising works 24/7.

After a buffet lunch 80 guests were given a tour of the new plant to see at first hand the impressive facilities which, as well as storage, include a repair workshop and 24/7 washing and sterilising line.

The new distribution centre will more than double PPS's capacity and enable it to further improve its crate hire services to all sectors of the business.

Joanne Moss, Sales Director, at PPS said, "As a business involved in the removals sector we were aware of the challenges that we would face when moving not only our whole warehouse but our offices too. With this in mind we chose Britannia

Premier Removals in Burton-on-Trent to organise our office move. We have been providing them with our crate hire service for a couple of years now and know the high standard of service they provide."

"We were extremely pleased with the service and all our staff were able to sit down at their desks and start work on Monday morning. Although there may still be a few crates left to unpack!"

"There are exciting times ahead for PPS as we continue to grow the business from our new home," said Joanne.

John Mason bakes off for Macmillan

The John Mason fundraising team held a company Bake Off for the Macmillan Coffee Morning on Friday 26 September, 2014. A total of £180 was raised by the Bake Off and a raffle. The winners of the Bake Off were Richard McAleese with his caramel chocolate éclairs which won the taste category and Mike Dann who won the presentation category with his butterfly chocolate cake.



● Some of Bishop's Move's new DAFs.

Bishop's Move invests £1.2 million in new fleet

Bishop's Move, the UK's largest family owned removal company which is this year celebrating its 160th year in business, is pleased to announce the investment of £1.2 million in 13 custom-built DAF vehicles.

After looking at various options, Bishop's Move brokered the deal with Ryder trucks to supply the order.

Eight vehicles were delivered before 1 September, 2014, with a further five scheduled to be delivered before the start of 2015. The £1.2 million investment in the Bishop's Move fleet is in addition to the £150,000 already invested in the refurbishment of its existing fleet at the backend of 2013 and early 2014.

This significant investment follows the arrival last year of two Euro 5

DAFs at 7.5t weight and a DAF XF105.460 Euro 5 Super Space cab Artic unit and step frame trailer.

The investment in a two-year period will exceed £1.4 million. Bishop's Move saw the recovering housing market as an ideal time to invest in and expand its fleet and operations.

"We pride ourselves at offering a professional and efficient service to our customers, and this investment enhances our commitment to offering a modern, robust, efficient service to our client base," said Alistair Bingle, Bishop's Move Managing Director.

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NEWS: INTERNATIONAL

● Left to right: Manuela Henk, Ludwig Henk and Tom van den Berg, Manager QHSE, UGRN International Head Office.

Henk International are the first in Germany with OHSAS 18001

Henk in Düsseldorf, Germany, has become the first company in the country to achieve OHSAS 18001, the Standard for Occupational Health and Safety.

According to the company's Managing Director, Manuela Henk, it has the potential to save lives. "Process optimisation in occupational health and safety makes our business safer for both customers and staff," she said. "The moving industry is and always will be a sector where intense physical work cannot be replaced by technical means."

Manuela spent 44 weeks working with her team on a more effective way of safeguarding the health and safety of staff and on implementing the plan. She was assisted by Tom van den Berg from UniGroup Relocation Network (UGRN) in Weesp, the Netherlands, who is an expert in this field.

Henk International has over 80 employees and has been carrying out office and private moves for over 50 years, both within Germany and internationally. When carrying out the transport of household goods and office furniture, technical staff members are faced with various potential accident and risk situations. The company said that this certified self-commitment to actively protect health and safety will reduce

occupational accidents and make processes run more efficiently.

The programme has provided documentation and special training increases safety awareness for the moving crews and they are taught to think ahead and pay attention to the correct technique when carrying out physical tasks. The training also makes them aware that the company cares about their well-being. The company said that it believes its safety systems benefit customers too as processes are efficient and reliable and staff well-prepared.

"Process optimisation in occupational health and safety makes our business safer for both customers and staff..."

Manuela Henk

Henk International's consultants now create risk and danger analyses for each move. Additional safety briefings provide better protection for technical staff and prepare them for any risks. Occupational accidents and sick leave have been

reduced, and there has been a decrease in occupational illnesses, such as back problems caused by lifting.

The company has over 20% of staff trained in first aid so that at least one first aider is present for each move. On a recent delivery in Düsseldorf, one of the crew members had a heart attack in the street. He fell to the ground and lost consciousness. His colleague noticed that he was no longer breathing and, as a first aider, immediately applied CPR. At the hospital he received an emergency operation and is now on the road to recovery. The first aider, Christian Brojek, has been with Henk International for seven years as a team leader for overseas moves.

With its newly developed occupational health and safety measures, Henk International has achieved two positive results: the staff are more aware of potential risks; and the company can cover a wider range of requirements from corporate customers. Those clients that require integrity and transparency from their suppliers can be sure that the services provided by Henk International are carried out using safety-first processes for people, equipment and the environment.



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NEWS: INTERNATIONAL

LD Lines suspends France-Spain 'Motorway of the Sea'

France's LD Lines has withdrawn its three-times weekly 'Motorway of the Sea' (MoS) between Nantes-Saint-Nazaire in France and Gijon, in Spain because it is no longer economically viable despite high load factors.

Late August, MD Christophe Santoni warned that the service's days were numbered if an agreement couldn't be reached on either prolonging the public subsidies it has benefited from over the past four years and which ended earlier this month or an alternative business plan found.

Launched in September 2010, the service was a pioneer of the MoS sustainable freight transport concept focussing on taking trucks off congested roads.

Separately, DFDS has announced it has started consultations with French unions about plans to close its Le Havre-Portsmouth ferry service at the end of 2014 due to continued losses.

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● The first of the new vessels will be delivered in 2016.

Finnish cargo company first with LNG

Containership, a logistics company in Helsinki, has ordered four dual-fuel container ships making it the first short-sea container operator in Europe to run its ships on LNG (Liquefied Natural Gas).

Our new ships will not just meet, but exceed all environmental standards in the Sulphur Emission Control Area (SECA) where we operate," said Kari-Pekka Laaksonen, the company's CEO. "The engines are also Tier III compliant with the upcoming IMO emission regulations for NO_x." The company is also planning to invest in an LNG-powered truck fleet in Finland, Russia and the UK.

The first two vessels will be delivered in 2016 with the remaining two a year later. All four ships will use LNG but will also be able to burn conventional marine diesel oil/heavy fuel. Each

ship will accommodate up to 639 units of 45 foot containers and have a total capacity of 1,400 twenty foot equivalent units (TEUs). They will also be able to accommodate up to 300 refrigerated containers.

The total value of Containership's investments for land and sea operations will be approximately €250 – 300 million. "This is a huge leap for a family-owned company," said Mr. Laaksonen. "Instead of calling the new environmental regulation an obligation, we see it as a big opportunity for sustainable growth. Our aim is to double both our volume and turnover within six years."

Team expands into Canada

Yogesh Mehta, Chairman of the Team Group, has announced his purchase of a majority shareholding in Quality Moving Management, Inc (QMM) headquartered in Vancouver BC, Canada.

The purchase, which includes management shareholders Tim Nager, Scott Shaw and Roy Phelps, all long-standing members of QMM's senior management team, was completed on Friday 12 September, 2014.

QMM is the largest Allied Van Lines franchise in Canada, and Western Canada's leading asset-based corporate moving specialist with major operations located in Vancouver, Calgary and Edmonton, and has enjoyed a highly successful 18-year period of growth since its inception in 1996 under founder Kevin St. George.

"I am extremely excited to have been able to bring QMM into the Team family, and I see this as a significant step in both organisations' development, specifically in respect of supporting our clients' requirements in Canada," said Yogesh.

Tim Nager, President and Chief Operating Officer, confirmed that "It will be business as usual", following the successful conclusion of negotiations.



● Yogesh Mehta.

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Area Coverage



● The European Union aims to have 8-9 million electric vehicles on the road by 2020.

EU-funded driving system to boost electric cars

While electric cars are on the rise, many drivers are still concerned about running out of juice. Six partners from Germany, France, Austria and Spain have cut the consumption of electric vehicles with a new intelligent energy management and recovery system.

The OpEneR team (Optimal Energy consumption and Recovery) has developed new functions and connected components and systems better to allow the driver to receive braking tips based on traffic flows and advice on the best route to limit energy use. Up to 30% of energy can be saved without losing much time on the way. The new solutions will be progressively commercialised and integrated into production of new models, making electric cars even greener.

Greener, safer and smarter routes

Engineers and researchers have worked to improve the electrical powertrain, the regenerative braking system, the navigation system and the surround sensors. They have developed a networked architecture with various functions that connect these elements with each other.

For example, the 'eco-routing' function considers the specific needs of an electric vehicle when calculating the most energy efficient route. An adaptive cruise control

guarantees an economical semi-automated driving style. It is based on radar and video systems supported by enhanced map data including information on inclines, declines and speed limits. Car-to-infrastructure communication provides information about traffic light status. User-friendly signals appear on the large display as part of the dashboard, so that you know when to lift the pedal as you approach traffic lights, city boundaries, speed limits or other vehicles.

Following a period of further road testing, the system is expected to be progressively integrated into production as from 2015 onwards.

The European Union aims to have 8-9 million electric vehicles on the road by 2020.

Under the new EU research and innovation programme Horizon 2020, €5 billion will be invested in electronic components and systems via a public-private partnership ECSEL (Electronic Components and Systems for European Leadership).

● For more information visit www.ecsel-ju.eu/ or www.fp7-opener.eu.

The European Connection

Tony Richman



Driverless vehicles on our roads a step closer

In the US, Google's launch of a test project featuring its own self-driving pods has fuelled the heated discussions about driverless vehicles. There's fear of privacy being violated, hackers taking over control of the car, and loss of personal freedom behind the wheel. On the other side, there's been much enthusiasm for the technology which could potentially solve the huge problems coming from crashes, worsening traffic congestion and gridlock.

For me, this polarised debate conjures up two images – computerised artificial intelligence system HAL 9000 becoming an antagonist murderously attempting to take control of the spaceship in *2001: A Space Odyssey*; and then there's KITT, the black Pontiac Firebird Trans Am that safely transported do-good action hero Michael Knight in *Knight Rider*!

A new White Paper, 'Hands off the Steering Wheel – The state of autonomous vehicle government policies, testing projects – and when these vehicles will likely make it to roads', explores the more relevant polarising issues and what to expect in coming years.

Since Google's announcement in May, there's been a wave of debate and analysis over this ground-breaking technology and when it's likely to show up in large numbers on our roads. Beyond Google, Nissan and other car and truck makers are making bold statements about it, and studies were released in the summer sharing perspectives from consumers and transportation and technology experts.

Highlights of the White Paper include details on States that have adopted autonomous vehicle testing programs and policies, along with where it stands

in the US government and other nations; and, Google's role in testing such vehicles or even potentially entering the automotive business with its own car!

The concept is not new; General Motors has played a key role in the history of autonomous vehicles dating back to its 1956 short movie, *Key to the Future*.

Technology suppliers like Cisco and Continental are also playing an important development role.

'Hands off the Steering Wheel' also presents the latest in academic, engineering, and policy studies on the subject matter from organisations including: the Institute of Electrical and Electronics Engineers; the Society of Automobile Engineers; and, Navigant Research. Public opinion trends are also explored and are likely to influence autonomous vehicle resistance and support in the near future.

The White Paper, written by Jon LeSage, editor and publisher of the weekly *Green Auto Market*, and media consultant at LeSage Consulting, digs deep into the subject-matter. The consulting practice creates content, marketing communications, and market intelligence in clean transportation, advanced and autonomous vehicles, and urban mobility.

Whilst the characters of HAL 9000 and KITT come from science fiction, the topic of self-driving, autonomous vehicles has lately been stirring more passionate comments on social media, blogs, and editorial think pieces than anything else seen for years with debate having even gone viral on the Internet.

Ships and planes already make use of 'auto-pilot': perhaps we in road transport need to stay current and well informed on where it all stands.

LEGAL: MCRORYS VERSUS NGRS

McCrorys wins case against NGRS

On 22 September, 2014, McCrorys Removals Ltd of Nottingham won its case against the National Guild of Removers (NGRS) in the Milton Keynes County Court.

The NGRS had been claiming a sum of over £14,000, plus interest and costs from McCrorys on matters relating to a Free Trial Offer the company accepted in 2011. The Judge dismissed the claim.

In April 2011 McCrorys agreed to a free trial offer to become a member of NGRS. The offer gave the company free membership until the end of the year after which it would be entitled to two years' follow-on membership at a discounted price of £3,384 including VAT. It was a requirement of the offer, however, that McCrorys inform NGRS by 18 November, 2011 if it did not wish to remain in

membership after 31 December, 2011. McCrorys failed to do this or pay the £3,384 in outstanding charges after the passage of the deadline.

Subsequently NGRS brought the action and increased its claim against McCrorys for the full, undiscounted costs of two years membership amounting to £14,076 including VAT as it claimed it was entitled to do in accordance with its rules. McCrorys paid the admitted sum of £3,834 on 20 December, 2013.

On 22 September, 2014 NGRS claimed the remaining £10,242 including VAT plus costs and interest. District Judge Bennett,

sitting at the County Court at Milton Keynes, dismissed the claim from NGRS and ordered the association to pay costs to McCrorys of £4,917.20. McCrorys was required to pay NGRS £295, that being the fixed cost of issuing, what in the Court's opinion, should have been a Smalls Claims Track case.

Commenting after the judgement, Patrick McCrorys from McCrorys Removals Ltd said: "The comment, by District Judge Bennett, that the NGRS claim was 'wholly unmeritorious', sums up the opinion that McCrorys Removals Ltd always held, on this case." McCrorys Removals has uploaded a detailed blog about its experience of being



● Left: Patrick McCrorys.

taken to court at www.mccrorys.co.uk.

The Mover also asked NGRS for a comment which is published verbatim below:

Dear Mr Jordan

Further to your email dated 29 September, asking whether we had any comments on the outcome of the court proceedings against McCrorys's Removals, I am conscious that you are likely to have been given an extremely one side [sic] version of events from those looking to publicise the dispute; no doubt with a view to furthering the malicious campaign against NGRS. I have therefore set out below the factual background and details of the actual proceedings.

Having been provided with the information below, I trust that should you deem this dispute between two companies to be "newsworthy" or of interest to the industry, any article with be factually correct, balanced and reflect the issues. That said, I should also mention that I fail to see how a contractual dispute between two companies could be newsworthy or of interest to the industry; there are often disputes between companies or individuals, just as removal companies may have disputes with their customers. If those disputes cannot be resolved, the courts may be required to decide the issues. Perhaps you could clarify why a dispute between NGRS and one of its 200 or so members, could be considered "newsworthy" or of interest to an industry or [sic] more than 4000 removal organisations? It may also be worthwhile posing the question as to what McCrorys or any other removal company would have done if one of their customers had refused to pay for a job or service which they had provided...

The Free Trial Offer

1. On or around 21 April 2011 McCrorys signed the NGRS's "Free Trial Offer Rules of Membership 2011" ("the FTO Rules"). The Free Trial Offer offered McCrorys the opportunity to experience the benefits membership of the NGRS's organisation free of charge for a limited period [sic], namely, until 31 December 2011. McCrorys was also provided with and signed a copy of some "Frequently Asked Questions" and answers.

2. It was a term of the FTO Rules that if McCrorys did not wish to remain in membership of the Guild after 31 December 2011 it was required to give notice to NGRS no later than 18 November 2011: clause 6.2. warning of this deadline was also repeated in the Frequently Asked Questions.

3. Clause 3.2 of the FTO Rules provided that:

These Free Trial Offer Rules of Membership shall apply only to the

Initial Membership Period and any subsequent Membership Period shall be governed by NGRS standard Rules of Membership in place from time to time, a copy of which will be provided to the Member at the Compulsory Seminar

4. This was in essence repeated in Annexes 1 and 2 of the FTO Rules, which provided respectively that:

The 99 Day Super Saver Subscription package is subject to the National Guild of Removers and Storers Limited Rules of Membership 2011, a copy of which will be provided to the Member at the Compulsory Seminar (or upon the request of the Member) save as varied by the following provisions...

The Follow On Membership Subscription Package is subject to the National Guild of Removers and Storers Limited Rules of Membership 2011, a copy of which will be provided to the Member at the Compulsory Seminar (or upon the request of the Member), save as varied by the following provisions...

5. Annex 2 also set out the benefits of Follow On Membership:

The Member shall be entitled to the following, in addition to the benefits of Membership as set out in clause 2 of NGRS Rules of Membership 2011:

24 x Month Interest Free Membership Payment Plan

100 x Peace of Mind Packs...

McCrorys's Follow On Membership

6. McCrorys did not inform NGRS that it wished to terminate its membership. Accordingly, following expiry of the Free Trial Offer period of membership on 31 December 2011, McCrorys entered into a further 24 month period of membership, commencing on 1 January 2012.

7. In accordance with Annex 2 of the FTO Rules, on 12 January 2012 NGRS invoiced McCrorys requesting the first monthly instalment of the Follow On Fees. McCrorys refused to pay this instalment, and denied membership of NGRS.

8. NGRS replied to McCrorys on 20 January 2012, explaining that membership had continued as McCrorys had not terminated the agreement

by 18 November 2011 as required by the FTO Rules. As no payment was received, NGRS again wrote to McCrorys on 14 February 2012. This letter provided that:

In accordance with the Follow On Membership Subscription, we sent you an invoice dated 12 January 2012 requiring payment of the membership subscription fees. We are concerned to note that you have failed to make any payment of the Membership Fees or set up the required standing order. In those circumstances, you are in breach of the Membership Rules.

The Follow On Membership Subscription Fee of £125 per month provides a substantial discount on the standard subscription membership. However, you should appreciate that any discounts are strictly subject to the member complying with the membership Rules...

So you are fully aware of your potential liability, should you fail to remedy the breach, the annual subscription costs will default to the sum of £5200 plus VAT; the annual inspection fees will default to £200 plus VAT; and the annual Ombudsman Fee will default to £465 plus VAT

9. Again, no payment was made by McCrorys. Notwithstanding this McCrorys continued to advertise its membership of the Guild on its website up to August 2012.

10. McCrorys also continued to utilise the NGRS's "For Sale/Wanted" listings.

11. On 21 September 2012 NGRS's solicitors, Coyle White Devine, sent McCrorys a letter before action. In this letter, NGRS requested payment of the full, undiscounted Subscription Fee.

The Proceedings

12. Given the stance taken by McCrorys – refusing to pay the membership fees to which it had contracted to pay while still advertising membership and using the benefits of membership – NGRS was left with no alternative other than to issue court proceedings.

13. It will be noted that NGRS repeatedly sought to avoid having to issue proceedings. To this end, it will also be noted that the court proceedings were issued on 1 August 2013, 18 months after having first raised the issue of non-payment in January 2012.

14. Having refused to make any payment whatsoever to NGRS and filed a defence to the claim, at a court hearing on 12 December 2013:

- a. McCrorys admitted its liability to pay the Follow On Membership Fees and agreed that it had entered into the 24 months Follow On Membership Period; and
- b. The Judgment was entered for the admitted sum of £3,384.

The Defence

15. Whilst the Defence was difficult to follow and in parts wholly unparticularised, MrCrorys raised numerous ill-founded allegations including:

- a) That the invoice dated 15 July 2013 was not sent;
- b) That NGRS's delay in presenting the 2011 Rules was a form of misrepresentation, notwithstanding the acknowledgment that a copy of the 2011 Rules were provided to Mr Patrick McCrory at the Seminar, in accordance with the agreed terms of the Free Trial Offer;
- c) That the 2011 Rules were not incorporated into the contract between the parties;
- d) That the requirement to pay the Full Subscription Fee was a penalty and is unenforceable; and
- e) That certain clauses of the 2011 Rules were unfair under the Unfair Contract Terms Act;

f) That certain clauses of the 2011 Rules were unfair under The Unfair Terms in Consumer Contracts Regulations.

16. McCrorys also sought to make a counterclaim against NGRS but once again, this was wholly unparticularised and raised numerous ill-founded allegations.

17. It is telling that on 14 April 2014 McCrorys discontinued its ill-founded counterclaim.

18. It is also telling that 2 days before the trial of dispute, McCrorys discontinued all of its ill-founded allegations in its defence, except for the allegations that the 2011 Rules were not incorporated and/or that the fees claimed were a penalty.

The Hearing

19. At the hearing on 22 September, NGRS's claim was dismissed but, it was not because McCrorys succeeds on any of the issues raised in its defence. On the contrary, the District Judge dismissed the claim solely on the basis of her own interpretation of the contractual provisions of the Follow on Membership under the FTO Rules at that time.

20. It should be noted that the interpretation of the Rules by the District Judge was not a point raised by McCrorys, at any stage; it was certainly not a point raise [sic] in its defence. On the contrary, the legal representatives of all of the parties, as well as McCrorys and NGRS had consistently read the clauses as meaning that the fee was a "discount", which reinforced that that was the natural reading of the words.

Summary

21. As will be clear from the above:

- McCrorys had refused to pay any membership fees whatsoever, yet was still advertising membership and using the benefits available to paying members;
- NGRS is not litigious: it was necessary to issue court proceedings against McCrorys in circumstances where McCrorys had refused to pay any membership fees whatsoever yet was still advertising membership and using the benefits available to paying members;
- Court proceedings are always a last resort: NGRS sought to resolve the matter with McCrorys for 18 months before issuing proceedings, which were only issued as McCrorys had refused to pay membership fees yet was still advertising membership and using the benefits available to paying members;
- Court proceedings are not a "cash cow" for NGRS, as has previously been alleged; there is always a risk of losing, a risk that a Defendant will not pay and the fact that the full costs incurred are never recovered in any event;
- NGRS has always stated that it is the courts which determine any disputes and that each case is dealt with and addressed on its particular facts and merits;
- The only "winners" from this (and almost all) litigation are lawyers; both NGRS and McCrorys have paid legal fees which have not been recovered.

22. Whilst McCrorys will no doubt seek to put its own "spin" on the outcome of the hearing, to follow up its other ill-founded and defamatory statements, the simple fact of the matter is that the dispute arose solely because of the conduct of McCrorys and its refusal to comply with what it had agreed.

23. Finally, I should also mention that in light of the manner in which the case was determined, NGRS is currently considering whether to appeal; as I have said above, the interpretation by the District Judge was not an interpretation ever contemplated or even argued by the parties.

Yours sincerely
Jon Martin
Membership Secretary

NEWS: INTERNATIONAL



Bill Graebel honoured

Bill Graebel, CEO of Graebel Companies, Inc. has been named as Global Mobility Professional of the Year in the Americas by the global organisation, Forum for Expatriate Management (FEM).

Bill was honoured with the Expatriate Management & Mobility Award (EMMA) achievement at the organisation's annual Summit and awards dinner in Orlando, Florida USA on September 18, 2014.

At its global Summits, the FEM organisation brings together Fortune 500 and Global 100 relocation executives to discuss their mobility programmes and findings from the organisation's annual survey report. The Summits are capped with a black-tie awards dinner that honour industry leaders and programmes. An independent panel of judges from a wide spectrum of industries from around the world review nominations and select each category's award winner. Collectively, the panel of judges for the Global Mobility Professional of the Year said, "William Graebel is clearly a leader in the industry with his invaluable contributions through his extensive industry board memberships in the global mobility industry worldwide."

"It is with humility that I accept this prestigious recognition from the Forum for Expatriate Management," said Bill. "For over a quarter century, it has been my mission to make a difference in our industry and to positively impact our clients and their relocating people's lives worldwide. It is in this same regard that I am dedicated to bringing outstanding career opportunities to our unmatched workforce on six continents."

Crown releases latest in Perspectives series

Crown World Mobility has recently released the latest in its Perspectives series: *World Mobility Perspectives: Who cares about expatriate compensation?*

It is available now to download from Crown's website www.crownwww.com.

The Perspectives series shares industry insight with world mobility professionals, showcasing the depth of knowledge Crown has accumulated over the years. The information provided is a beneficial tool to organisations and provides them with the necessary knowledge to make strategic plans.

Crown says that a little-known fact about expatriate compensation is that it involves fact-finding and digging deeper, and is a continual learning experience. Depending upon the number of payrolls, third party payments and accounts payables parties involved, it can be a very complex process.

This paper, written by Eleanor Ungemack, provides background information on expatriate compensation. It asks: why should we care about it? – and what makes it cool?

It also defines the most commonly used compensation terminology that every global mobility professional should be able to both understand and use. The article ends with top tips for companies in respect of managing, and staying compliant with, expatriate compensation.

"This article gives global mobility professionals a primer for getting their hands around expatriate compensation," said Eleanor. "Companies are increasing their focus on tax compliance, managing costs and mitigating risks. Better understanding of what international compensation involves, its complexities, the terminology used and best practices for a compliance-driven approach is a must. This article serves as a good refresher for the experienced global mobility team member, and a base for newcomers."

● For more information visit www.crownworldmobility.com.



Find anything ever published in *The Mover*.

Use the search box on www.themover.co.uk.



● Ocean Three alliance.

CMA CGM announces Ocean Three alliance

The CMA CGM Group, the world's third largest container shipping company, has signed agreements with CSCL and UASC to create the Ocean Three alliance, pending agreement from the Federal Maritime Commission.

The agreements provide for a combination of vessel sharing, slot exchange and slot charter on the Asia-Europe, Asia-Mediterranean, Transpacific and Asia-United States East Coast trades. The services are:

- On the Asia-Europe trade: four weekly services, which complete the two existing services, thereby offering six departures per week;
- On the Asia-Mediterranean trade: four weekly services, two to the Mediterranean, one to the Adriatic and one to the Black Sea the only one on this market;
- On the Transpacific: Four weekly services to California and one service to the Pacific Northwest (United States and Canada);
- On the Asia-US East Coast trade: One service via the Suez Canal and one service dedicated to the Gulf of Mexico.

The agreements on the Transatlantic trade are being finalized and will soon be announced.

CMA CGM says that this new offering will combine both speed and reliability. Rotations will be optimized with calls in all the biggest Asian, European and North American ports, using trans-shipment hubs common to the three partners.

"The number of weekly calls proposed and the transit times will be among the best on the market, thereby responding to the expectations of our clients," said Rodolphe Saadé, CMA CGM Vice Chairman. "We are very pleased to have signed these three agreements with such reputable partners, whom we both know and appreciate. This will allow us to propose to our clients a high quality and reliable alternative to what exists on the market."



2 more 2010 Mercedes Axors going into build.
5 container bodies and paintwork into your colours.



2009 DAF LF 160
Euro 5.
Sleeper pod and 3 container body.



2012 MAN 18.250
Less than 100,000 kilometers.
5 container body.
Just in having pod fitted.



To build:
2010-11-12 Mercedes Axors
Double sleepers. Air con.
Air suspension. Drawbar or non drawbar.
As low as 15,000 kilometres.
Built to order.



2009 Scania R230 Highline
New 5 container removal body.
Air suspension all round.
Your colours. In build.

All vehicles are purchased with:

- New 12 month MOT
- Full initial 6 weekly check
- New paintwork
- New aluminium ramps and side table
- Cab valet
- Warranties to vehicle and body

**IF YOU DON'T
SEE WHAT YOU
NEED, CALL US
FOR A BESPOKE
QUOTATION**



2009 DAF LF 160
3 seater.
3 container body with ramps and side table.



2002 DAF LF 150
Day cab with 2 man sleeper.
24ft body with barn doors and tail lift

VEHICLES IN BUILD:

2012 MAN 18.250
Less than 100,00 kms.
New 5 container body.
3 man sleeper.
Air conditioning, etc ...
nearly ready to paint.

2 x 2009 Volvo FM400s
Sleeper pods.
5 container bodies.
Air suspension.
Ready this month.



**Drawbars
in stock
and in build**
Ask for details.



2009 (59) Volvo FM400
3 man sleeper.
New 5 container body
with skirts and ramps.

Mac's Truck Sales Ltd has been owned and run by three generations of the same family, and has been supplying furniture vans to the industry, for the last 38 years. From 7.5 tonne up to 18 tonne, we always try to hold stock vehicles to suit the needs of the removals industry.

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REPORT: FEDESSA EUROPEAN SELF STORAGE CONFERENCE

On 1 October over 380 self storage owners, managers, investors and suppliers descended on Stockholm for the annual FEDESSA European Self Storage Conference and Trade Show. Report by Rennie Schafer, Chief Executive Officer of the Self Storage Association UK Ltd.

FEDESSA in Stockholm

They were treated to two full days of education, networking and entertainment at the Radisson Blu Waterfront in the heart of Stockholm. This year's conference featured a range of business speakers and industry workshops along with the largest dedicated self storage trade show ever held in Europe.

The conference opened with a keynote session from Caspar Berry, former professional poker player and now successful entrepreneur. He covered the topic of business risk and how you can evaluate the risks you take in your self storage business every day and understand your risk/reward profile.

The day continued with presentations and workshops on legal issues in self storage; building business income levels; a major operator's perspective on the industry; and the future of marketing and communication. Two speakers, whom delegates particularly enjoyed, were Michael Tate from Storage King Australia and futurist Johan Ronnestam. Michael gave some really practical tips on how to improve the profitability of a self storage business and Johan gave a detailed insight into how people are communicating in the digital age and those innovations coming into place now that will change how we market our businesses in the future. The day finished with drinks in the trade show and then a wonderful dinner at the Opera Terrace. This magnificent venue took in the scenery of the old town in Stockholm at night and provided entertainment

from members of the Swedish Philharmonic Orchestra performing impromptu renditions across the ages, from *Smoke on the Water* and Run DMC, to Bach.

The conference opened with a keynote session from Caspar Berry, former professional poker player and now successful entrepreneur.

Day two opened with Emma Sinclair, formerly of Target Parking, who was the youngest person in the UK to float her company on the stock exchange. She talked about challenges in car parking that are similar to that in self storage and how her business overcame them. The day continued with an amazing first-hand account of the floods in Copenhagen and how City Self Storage dealt with its self storage centre being inundated with water. The independent operators panel talked about how they do battle with the 'big guys' and focus on local initiatives to make their business a leader in their area. The European self storage survey was launched and there was analysis on the industry by a group of valuers from across the world. Par Magnusson from RBS gave an insightful



● Rennie Schafer.

FEDESSA AWARD WINNERS

Best UK Facility Independent Operator Sponsored by Rooks Rider Solicitors
Store and Secure, Castlepoint

Best UK Facility Major Operator Sponsored by Basil Fry Insurance
Lok 'n Store - Maidenhead

Business Initiative Award Sponsored by Active Supply and Design
Safestore with online space estimator and booking tool

Charity Initiative of the Year Sponsored by Reason Global Insurance
City Self Storage's local charity support programme

Manager of the Year Sponsored by RADical Systems' Space Manager
Ali Velayat of Big Yellow UK

Best European Independent Operator Sponsored by Rooks Rider Solicitors
Store and Secure, Castlepoint, UK

Best European Major Operator Universal Storage Containers
Bluespace Self-Storage, Barajas, Spain



REPORT: FEDESSA EUROPEAN SELF STORAGE CONFERENCE

● European Awards dinner.



● The largest dedicated self storage trade show ever held in Europe.



commentary on the European economy and what to expect in the coming years. The days' sessions were wrapped up with the popular round tables, where delegates get to spend one-on-one time with the speakers and industry experts and delve into issues in more detail.

The conference culminated with the gala event for the industry, the FEDESSA European Awards dinner. This year's awards saw a record number of entries, all of which were of an exceptionally high standard. The judges congratulated all the finalists and the winners were announced (see table).

The dinner finished up with a Swedish ABBA tribute band that had almost everyone on the dance floor enjoying themselves, particularly some of the award winners celebrating their victory!

Next year's FEDESSA European Self Storage Conference will be held at the NH Grand Hotel Krasnapolsky in Amsterdam, on October 6 and 7. There is also a special executive ski workshop being held in Chamonix, France on February 11 and 12. This is an exclusive event with very limited places, for more information and booking forms go to www.ssauk.com.



● Conference round table session.

The days' sessions were wrapped up with the popular round tables, where delegates get to spend one-on-one time with the speakers and industry experts.

European Roundup



France passes electric vehicle charging law

A new law that provides tax cuts for companies to encourage them to build electric vehicle charging stations has been put into effect in France. The French government hopes that the new legislation, adopted by the Parliament on 23 July, will accelerate the installation of infrastructure needed for a wider roll-out of electric cars in the country.

To take advantage of the tax cuts, companies must be operational in at least two regions in the country and ensure a balanced development of charging points in the areas concerned. The new measure forms part of a bigger plan that will see ministers voting on an Energy

Transition law in October. If ratified, France aims to set up seven million charging stations by 2030.

EU Commission grants €11.9 billion for transport projects

The European Commission has invited EU Member States to table projects aimed at improving Europe's transport network.

This is the biggest sum ever allocated to transport infrastructure.

Member States have a deadline of 26 February 2015 to submit projects.

The funding will be mainly earmarked for the nine basic transport corridors forming the Single Market's economic backbone.

New EU rules for alternative fuels infrastructure

On 29 September, new EU rules were adopted to boost the use of alternative fuels for transport. Member States must ensure through national action plans that refuelling and recharging points for alternative fuels (electricity, gas and hydrogen) are being built on their territory to ensure EU-wide mobility. To reach full interoperability, these refuelling and recharging points have to comply with common standards, including a common plug for recharging electric vehicles, as well as user information.

Undeclared work increased with the economic crisis

The amount of undeclared work in the EU increased during the economic crisis according to the European Economic and Social Committee (EESC) with an estimated €2.1 trillion of income lost to undeclared work annually*.

In recent years, the most notable increase in undeclared work took place in Slovenia and Spain, according to the most recent Eurobarometer survey (Spring 2014). Denmark, Sweden, and Latvia on the contrary have experienced a decrease.

**How they know is a mystery as it's undeclared!*

Belgium - Court of Appeal: VAT reverse charge – Penalties

A recent court case of the Brussels Court of Appeal again shows how expensive it can be for businesses not to apply the reverse charge and thereby not self-account for the VAT due on incoming invoices. The Court ruled that proportional penalties are applicable even where the VAT was fully deductible for the company that had to apply the VAT reverse charge.



Denmark - smart new resting place to help drivers

The new rest area Kongsted N on West Motorway (E20) westbound, in Denmark, is being equipped with a new, smart parking system, which can count the number of places available and put the message out on the boards on the highway. This gives truck drivers help in finding a place to park when they need to keep their rest breaks, which otherwise may well be a problem - especially on busy motorways.

"This new system will help truck drivers to quickly find a parking space when they need to rest," says project leader Raza Muhammad Road Directorate. "We know it can be a problem for drivers in that they must often run in vain and spend time searching when they need to find available parking."

End of mobile roaming charges delayed

The EU is considering delaying the elimination of roaming fees for using mobile phones in EU countries. It could be delayed, in what would be a win for big European telecoms operators, at the expense of consumers.

From July this year, web browsing costs were halved and calling costs were cut by a quarter, putting the EU one step closer to abolishing roaming fees completely. And in April, EU lawmakers overwhelmingly voted to abolish roaming fees by 2016, marking the first step in the legislative process.

But a new draft document suggests that the date is yet to be confirmed leaving open the time for the 'roam like at home' goal. Industry sources say ending roaming charges is not in doubt, it is just the timing.



Graebel is thought FEM's leader

Graebel Relocation Services Worldwide has been awarded first place in the Thought Leadership category at the Expatriate Management & Mobility Awards (EMMA) presented in Orlando in September for its Annual Relocation Policy Summit Research Summary.

The 27-page report provides research that is benchmarked with prior years' studies, relocation industry statistics, and the company's market intelligence documents. Collected data including polls from the 92 executives of the Fortune 500 and Global 100 was based on the participants' identified topics prior to the Summit that was held at the organisation's world headquarters last February.

The Forum for Expatriate Management's (FEM) global summits provide a forum for human resource and talent management executives to discuss their corporations' mobility programmes and to review findings from the Annual Survey Report conducted by FEM. A jury from a wide spectrum of global industries independently review nominations and select each category's award winner. The judges said: "The Graebel Relocation Policy Summit research provided rich and current data on global mobility issues from companies and experts. Their approach and the outcome published was a differentiator."

Bill Graebel, CEO, who was also recognised as the Global Mobility Professional of the Year by FEM said: "Winning first place is a testament to our team's tireless drive to provide globally active companies with leading-edge information that will help keep them ahead of the curve in their industries. 2014 marks the eighth consecutive year of the Graebel Relocation Policy Summit. We are pleased to host this annual forum for human resource and talent management executives,



"Winning first place is a testament to our team's tireless drive to provide globally active companies with leading-edge information ..."

Bill Graebel

because we believe that this enables them to probe challenges, and share solutions as they network with peers. This research study is a compilation of their findings. I would personally like to thank everyone for their collaborative efforts that have led to this prestigious honour from FEM." Last year, Graebel Relocation held its successful Summit research platform in the EMEA and APAC regions.



● Electric car charging in Potsdamerplatz, Berlin.

Berlin approves incentives for drivers of electric cars

A new law on 'electromobility' was approved by the German federal cabinet on Wednesday, 24 September, 2014. The new measure is expected to come into effect in early 2015 and is set to expire on 30 June, 2030.

Its scope covers battery powered vehicles, as well as especially environmentally friendly, externally chargeable hybrid cars, and fuel cell vehicles. For plug-in hybrids, carbon dioxide emissions are capped at 50g per kilometre or a minimum 30km range on purely electric power (40km starting in 2018). To a large extent, this established minimum range for electric power is enough to cover short day-to-day journeys.

Free parking and access to bus lanes

Under the new law, vehicles approved in Germany are intended to receive special identification via their number plates. Cars approved outside the country are also expected to be given certain benefits. Because they cannot receive a German number plate,

the legislation says they will be identified by a special sticker. This is meant to ensure that electric vehicles can be easily recognised in traffic by police and others on the road. The law will also allow municipalities to reserve parking spaces at charging stations for electric vehicles as well as provide free parking.

Local authorities can also dole out special access and transit passes (in areas sensitive to air or noise pollution) as well as opening bus lanes for appropriately labelled vehicles, when conditions allow. Final decisions, however, are in the hands of the relevant traffic control authorities.

By the end of 2014, 17 production models made in Germany will be released on the market. 12 more will follow in 2015.

Voerman achieves ISO 18001

In August 2014, after quite a short period of preparation, Voerman International (The Hague) received the ISO 18001 certificate. This certification is better known as OHSAS, the international applied Standard for occupational health and safety management system.

CEO Robert Jan Voerman and Quality Manager René Postma said that this is a milestone in the history of the Voerman Group. "This is a great achievement and gives opportunities in

a broad scale of moving," said Robert Jan. According to René Postma the certificate gives a good basis from which to enrol this to Voerman's global subsidiaries.

The OHSAS certificate was handed over by QHSE manager Tom van den Berg from Unigroup Relocation Network HQ in Weesp. OHSAS 18001 connects well with the other standards such as 9001 + 14001 so quality, environment and safety are not controlled by one system.



● Tom van den Berg, Manager QHSE, UGRN (centre) presents Voerman International's OHSAS 18001 certificate.

TRANSPORT: DIRECT VISION CONCEPT LORRIES

Direct Vision lorries would save hundreds of lives

A longer, more aerodynamic cab with better vision for lorry drivers could save the lives of hundreds of cyclists and pedestrians, according to a new study by academics at Loughborough University's Design School.

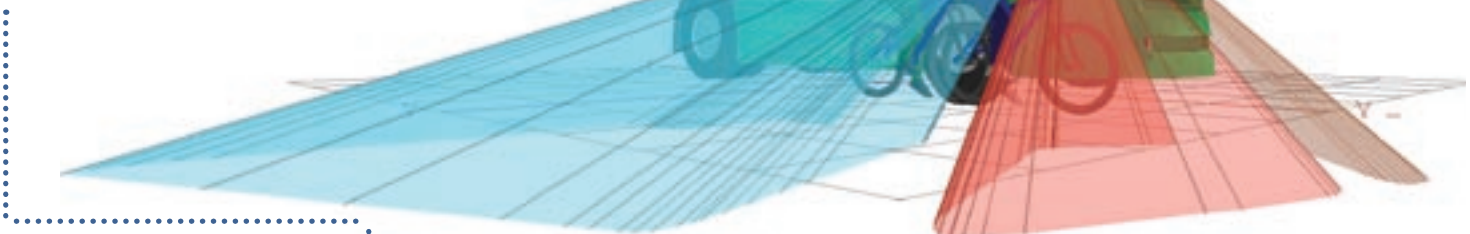
The proposed new cab, 80cm longer with a rounded nose, smaller dashboard, expanded glazed areas, and a slightly lower driver position, could drastically reduce blind spots around the lorry.

The 'Direct Vision' lorry concept would increase the driver's field of view in front and to the sides of the lorry by 50% compared to today's lorry designs and could save the lives of cyclists and pedestrians.



The Direct Vision concept aims to reduce the driver's reliance on mirrors, in favour of greater direct visibility and fewer blind spots.

The Direct Vision concept lorry cab is 80-90cm longer than a conventional cab and features a rounded nose, smaller dashboard, expanded glazed areas and a slightly lower driving position.



That's the major finding of a study by Dr Steve Summerskill and Dr Russell Marshall, from the Loughborough Design School, that was commissioned by Transport for London (TfL) and Transport & Environment (T&E). Dr Summerskill, Project Lead of the 'Direct Vision' concept, said: "Blind spots can be a significant factor in fatal accidents. The study shows that the size of these blind spots can be minimised through improved cab design, the reduction of cab height and the addition of extra windows. This is a key moment in the definition of truck design legislation at the European level. Our work is being used to demonstrate that improvements to vehicle aerodynamics must go hand in hand with improvements that allow heavy goods vehicle (HGV) drivers to have improved vision of vulnerable road users around the vehicle."

William Todts, Senior Policy Officer at T&E, said: "Not only drivers, but politicians too need vision. It's incomprehensible that we allow huge 40 ton mammoths on our roads without making sure the people behind the wheel can actually see what's going on. After decades of tinkering with mirrors, we need to take this once-in-a-generation opportunity and make direct vision compulsory for new lorry designs."

The study comes at a time when there is increasing concern over the number of deaths among cyclists and pedestrians involving HGVs. Last year, for instance, nine of the 14 cyclists killed in London involved

"After decades of tinkering with mirrors, we need to take this once-in-a-generation opportunity and make direct vision compulsory for new lorry designs."

William Todts

HGVs. In July, supermarket giant Sainsbury's unveiled a high-tech lorry for service in London, and Mayor Boris Johnson announced moves to ban some lorries from the streets altogether. Loughborough University says that today's outdated, brick-shaped lorry cabs are part of the reason why lorries have a deadly track record. The cab design forces the driver to sit on top of the engine in such a high position that much of what happens around the cab is invisible to them – the so-called fatal blind spots.

According to the European Transport Safety Council, lorries

are involved in around 4,200 fatal accidents in Europe every year. Many of these fatalities, almost 1,000, are vulnerable road users such as cyclists and pedestrians. In countries with high rates of cycling,

lorries are often the single biggest threat to cyclists. In Belgium, 43% of cycling fatalities involve lorries, in Holland 38% and in the UK 33%.

The study analysed 704 accidents involving HGVs and found that 31% of road fatalities were caused by drivers pulling away, 19% were caused by left turns, 7% by right turns, and 25% from drivers reversing. Surprisingly, vehicles changing lanes were responsible for half of all accidents, but no fatalities.

The analysis indicates that 'critical blind spots' in current models cannot be compensated for by the use of a

lorry driver's mirrors, because of the time lapse between checking them, making observations through the window, and then pulling away from a junction.

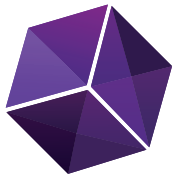
"If this time period is four seconds, this is enough time for a cyclist to undertake the HGV, with the driver being unaware of his or her presence," the paper says.

There are two legal roadblocks holding back safer, more fuel-efficient lorries. Firstly, unlike for cars, Europe has no rules guiding what a lorry driver should be able to see with his own eyes (direct vision). Instead, European rules focus on indirect vision (through mirrors), but while mirrors are useful, the multitude of mirrors and their often distorted images are no substitute for decent direct vision.

Secondly, the current EU law on weight and dimensions of lorries has forced a design that has particularly large blind spots. Europe has proposed changing this law to allow (but not mandate) slightly longer (80-90cm), more aerodynamic lorry designs. New designs would need to comply with additional safety requirements but these still need to be developed.

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REPORT: IAM CONFERENCE 2014

Reflections on IAM

There are plenty who will criticise IAM. Many of those criticisms are valid. But I will not be joining their number. On the contrary, I'm a fan. By Steve Jordan.

I had been to IAM before, though never for the whole conference. I knew what to expect, sort of, but I was surprised nonetheless. I was surprised by the size of it, the professionalism, the quality (and abundance) of the food, the attention to detail, and the care taken by most people (though not all) to keep arranged appointment times. After 40 years of conference going, I am not easily impressed – but I was.

The venue was the Marriott World Center in Orlando, Florida. It's a cavernous, energy-sapping place, that reminded me of Ceausescu's palace in Bucharest. But with 2,000 business-hungry movers settling on the place, what else could it be? The hotel was perfect. Bijou and charming are never going to work. It's a place to do business, to work hard, it's not a holiday. Most importantly it was big enough to keep everyone together, unlike last year in Vancouver when delegates were spread over five hotels and had most of their meetings on street corners halfway between somewhere and nowhere.

The Marriott is a palace of varieties set, as most hotels are in Orlando, amid acres of nothing. That is both a blessing and a curse: organisers like it because it helps prevent people from wandering off as there's nowhere to go nearby; but the delegates do feel a little trapped. It doesn't seem as though you have visited America, just the Kingdom of Marriott.

But, I repeat, this is not a holiday. Delegates are there to work and Terry Head and his team did a marvellous job of providing every opportunity for commerce to flourish. Take the welcome breakfast, for example. I expected, perhaps, a crusty croissant and jam with a few projected pictures of last year's event. Not a bit of it. At 8.30am I walked into a room occupied by the best part of 2,000 people all sitting down to an individually served hot breakfast while being transfixed by an audio visual show and stage presentation that would have rivalled the Hollywood Oscars. It was a standard of performance that did not

flag throughout. Head to head, continuous banter between Terry Head and Chuck White, with audience participation and live video links on a range of subjects, was hilarious even though I had no idea what they were taking about. Great theatre and stunning graphics.

Navigating the labyrinth might have been a problem were it not for some considerate planning. The hotel map wasn't much help but the signage around the hotel, and the ubiquitous hotel marshals, more than compensated. There were also some nice touches too including a themed jigsaw piece on every delegate badge to be inserted in a puzzle in the exhibition hall; a device to encourage delegates to visit the exhibitors and give them some reward for their enterprise. The fact that some people still had their piece at the end of the conference seemed to me to be a little mean spirited, particularly as most had visited the exhibition anyway. Surely we have not all grown so curmudgeonly that we can't take time to play an innocent game when someone has been sufficiently innovative to think of it. Some, obviously, have. Shame.

I walked into a room occupied by the best part of 2,000 people all sitting down to an individually served hot breakfast while being transfixed by an audio visual show and stage presentation that would have rivalled the Hollywood Oscars.

But the reason for anyone to visit IAM is the people. It is a place where all reserve is abandoned. As a Brit I always feel that selling is a subtle, gentle process. Not at IAM. It's the reason you are there. You do as much of it as you can before the opportunity evaporates for another year. It reminded me of a swaying, swirling shoal of fish all reliant on each other, all feeding voraciously before the plankton was exhausted.



● Above: the hotel bar; top right: the EUROMOVERS team dressed up for the last night; above right: the Marriott World Center.

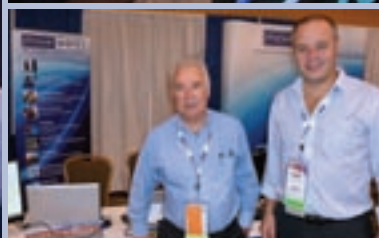
Welcome night



REPORT: IAM CONFERENCE 2014

The criticisms hurled at IAM by so many for so long are valid. It is a seething mass of meeting after meeting all completed with speed-dating efficiency and little apparent sincerity. The business sessions are attended only by an elite few with specialist interest. The bar at night is a screaming rabble that builds in a crescendo as the alcohol level rises to its inevitable conclusion. People do hold conversations while looking through each other in case someone more interesting, or potentially profitable crosses their view, and show little concern about breaking off in preference for something potentially better. It is impossible to hold a conversation for more than a few minutes without someone, not part of the discussion, interrupting and, sometimes, joining in. People do pretend, it is all a play, adrenalin rules, then the curtain comes down.

People do hold conversations while looking through each other in case someone more interesting, or potentially profitable crosses their view...

Exhibition

But I like it. I didn't think I would, but I do. There is a strange honesty about it as if niceties of social intercourse have been abandoned for a while and everyone can relax focussing on a common strategy: to go home with the possibility of becoming richer than when they came. America seems to be the perfect place. That IAM is considering venturing further afield in the future seems to me to be unwise: some of the commercial, unabashed, stripped-away rawness of it could be lost.

... where else can you have the opportunity of rubbing shoulders with all your potential customers and suppliers under one roof?

There are plenty who whinge about IAM. It seems to be cool to complain. But where else can you have the opportunity of rubbing shoulders with all your potential customers and suppliers under one roof? It must be virtually impossible to attend and not benefit in some way. But to get the most out of IAM you do need to work; and the harder you work, the luckier you get. And rather than complain about their sore feet, their aching backs, the missed appointments, or even the undercutting competition (the mover's mantra), perhaps people should reflect upon the privilege that attending such a powerful gathering undoubtedly is. And let's appreciate the effort, dedication, and skill that the IAM team puts into making it work.

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REPORT: IAM CONFERENCE 2014

Business report IAM 2014

Steve Jordan attended the IAM conference in Orlando for *The Mover*.



The opening presentation summarised new initiatives and events from the world's largest moving organisation. Here are the highlights.

AFW Scholarship Fund

New students and donors to the Alan F. Wohlstetter Scholarship Fund were acknowledged at IAM by Heather Engle, the organisation's president. The fund was named after the founder of the Household Goods Forwarders Association of America (HHGFAA).

Heather said that since 2004 the fund has made \$5,000 awards to 62 students to encourage them to study transportation. Ten new awards were made in Orlando.

All funds are donated by IAM members in either bronze, silver, gold or platinum categories with the platinum category representing a donation in excess of \$5,000. During 2014 there had been a total of 40 donations allowing the fund to continue its aim of awarding up to ten scholarships every year.

Applications for scholarships are accepted from IAM members, their employees and their dependents. Anyone interested should go to www.iammover.org and look under the 'affiliates' tab.

IAM honours Randall Groger and Paul Klien

The IAM Hall of Honor started in 2008 as an initiative to commemorate, to pay tribute and celebrate the contribution made by individuals in the moving industry. In 2014 Randall K. Groger and Paul Richard Klien were added to the existing list of 42 people to have been inducted since the start of the programme.

Randall Groger served on the IAM Executive Committee for ten years leading the Association through its name change from HHGFAA and the restructuring of its membership categories. He served 30 years' in the moving industry working especially in the defence and government sectors and is currently owner of RKG Associates which he founded in 2008. Receiving the honour Mr. Groger said that he was very proud to have received it and thanked the committee for their endorsement and the staff at IAM with

whom he had worked for many years.

Paul Klien was the President of FINK in Brazil and one of the founding members and the first president of LACMA (Latin American & Caribbean International Movers Association). In the early 1970s he founded the Brazilian Institute of Financial Executives with the aim of bringing Brazil into the rank of developed nations and was instrumental in the

“This meeting has become a marketing meeting. It's the people who are doing the selling for their businesses who are showing up here.”

Terry Head

modernisation of the country. He died in March 2012. Receiving the honour on his behalf Laura Ganon, the CEO of FINK thanked the IAM committee and the LACMA board that continues Mr. Klien's vision. "He had always been an inspiration to all of us," she said. "He told us that everything we do we must do with ethics, quality and respect."

● Below: Randall Groger; right: Laura Ganon.



REPORT: IAM CONFERENCE 2014



● Left: Terry Head;
below: Adam Lowy of
Move For Hunger.



Crown Relocations wins Move for Hunger award.

Crown Relocations was awarded the title of Move For Hunger Mover of the Year 2014 at IAM in Orlando. Move For Hunger works with moving companies to collect unwanted, non-perishable food items from its customers and deliver them to local food banks throughout North America. Presenting the award, the organisation's Executive Director, Adam Lowy said that in just five years since the formation of the organisation 600 moving companies had been involved in the programme and a total of 3.8 million meals had been delivered. Crown Relocations had been responsible for supplying around 70,000 of those meals.

The state of IAM

Terry Head, IAM President gave a brief overview of the organisation at the conference in Orlando. In his presentation Terry looked closely at the make up of the IAM membership and introduced new initiatives that mark landmarks in the organisation's development.

Attendance in Orlando was in excess of 2,000 delegates reflecting a cross section of IAM's 2,400 company memberships in 179 countries. Terry said that the membership had changed over recent years with the majority of the core membership being located outside the USA with the largest concentration of membership in Europe. Governing membership is still dominated by US-based companies which is something Terry is hoping to change in the future. "Some of the things we are doing that are of benefit to non-traditional military or government movers will bring more people up from the core to the governing ranks of IAM membership," he said, adding that although the membership is still dominated by agent companies, there are now more relocation companies and other segments are coming into membership.

Two major changes in the attendance at IAM in recent years have been the growth in the number of technology companies demonstrating the increasing

communications with members. One key area is the Social Café on the IAM website that is both a communication tool and being used to drive business. "You will see things on the Social Café first," said Terry. "If you want to be the first in your company to know about things, this is where you want to be spending your time."

RPP included

Receivable Protection Program was launched in 2007. Terry explained that it has been a very viable program for the people who elected to be part of it allowing them to recover funds owed by companies that stop trading. "We are now making this an inclusive member benefit," he explained. "From 1 January, 2015, everyone will be included in the RPP. It will also cover military and government traffic. This is a big step for this Association because the exposure there is huge. But hopefully, with the right number of people and the right reserves we will be able to cover more claims for more people."

Other initiatives

Terry explained a number of other initiatives, all of which he said were detailed on the 'affiliates' section of the IAM website. These include: the development of the International Logistic Network (ILN) for everything that is not household goods; the Mentor Match programme available through the Social Café to allow people with specific skills to share their experience with others; and the Shippers' Association, a cooperative buying programme that returns dividends to its 200+ members.

A new initiative is 'IAM Here to Help' affiliation, a philanthropic organisation that will support natural disasters around the world using the facilities and cooperation of IAM members. "Every time there is a disaster in the world people get in touch with me and ask how they can help. This is the means that will allow you to do so."

Terry also explained that there are now over 300 people enrolled as IAM Young Professionals (YP). "These people are booking business. If you don't have a YP in your business you should because you might be losing business."

IAM expansion

IAM is establishing a presence in Asia with a representative, Rob Ferone, in Singapore. This is a prototype organisation intended to provide IAM services to members in their own time zone. "If it works we have plans to expand it into Europe and perhaps Africa," said Terry. "This is also a step towards potentially taking our annual meeting overseas and Asia is probably our number one target area."

Planned IAM meetings are: 2015, San Diego in a completely refurbished Hyatt hotel; 2016, New Orleans; and 2017, Long Beach, California.

"He (Paul Klien) told us that everything we do we must do with ethics, quality and respect."

Laura Gannon

sophistication of the industry and the trend towards the convention being a sales environment rather than one for traffic management. "This meeting has become a marketing meeting," he said. "It's the people who are doing the selling for their businesses who are showing up here."

Enhanced communication

Communication is important and IAM has increased the number and type of

Moving for the ladies

What started as a social gathering on LinkedIn three years ago is developing into a tour de force for women working in the international moving industry. LIMA (Ladies in Moving), has the backing of IAM and has already recruited over 200 members worldwide. Steve Jordan offers a male view.

It was the brainchild of Marina Svetlichnaya from Art Relocation in Russia. She recognised that women, working in a male dominated industry, could benefit from a little cohesion. If nothing else, swapping stories and expanding their bank of like-minded contacts worldwide, would provide increased knowledge and added confidence.

LIMA held a two-hour business session during the IAM conference in Orlando to which I was invited as a visiting journalist. As I entered the room, as the sole male participant, I began to understand what Mariana had in mind. When the balance of the sexes is significantly skewed either way it can be a little intimidating – even (perhaps especially) for a chap as we are less used to it than the ladies.

The meeting was facilitated by Alexandra Borovkova also from Art Relocation. She said that it was sometimes hard for women working in a man's business. The purpose of LIMA was to make it easier by networking and finding reliable agents worldwide that women could use with confidence. She also said that it was the intention to form an executive committee to manage the organisation and asked for ideas about how best to proceed.

Alexandra then introduced a series of speakers each who gave her own impression of the role of LIMA and its significance. Barbara Seveli from the Goslin Group said that there was a need to encourage a mentoring programme; while Anne Van Gils said the members should share experiences of working in a male dominated industry, for example, when requesting flexible working to accommodate child care.

Georgia Angell, from Foremost Forwarders said that LIMA should be more than just a social thing. It needed structure, a mission statement and bylaws.

While Evelyn de Jaen, General Manager of LACMA said that most companies already have women in leading roles and they don't need to prove anything.

It's obviously early days for LIMA and, as a man, I am not sure I am entitled to an opinion and certainly not to criticise. Marina and her team have obviously done a good job in sparking interest and rallying considerable support. But taking an objective view, those who are crying for more structure are not wrong. The meeting was a very relaxed affair with little of the stage management we have come to expect elsewhere. LIMA has a logo, proudly displayed, but Alexandra said that the final design was still flexible! Perhaps a decision should have been made before presenting it at IAM. First names were used throughout for introductions: great if you know the people but tricky for a newcomer. And after three years I was surprised that more of an organisational structure had not emerged already.

“It is sometimes hard for women working in a man's business, the purpose of LIMA is to make it easier...”

Alexandra Borovkova

The proceedings were also dramatically female. Well of course they were. That's the idea surely. They concluded with a raffle with donations of expensive-looking gifts – including handbags, chocolates and object d'art from around the world – with each giver and receiver earning stage time for a short company profile amid exclamations of approval from the audience. It was a nice idea and an interesting way of creating bonds across



● Above: Alexandra Borovkova; above right: Marina Svetlichnaya; right: Georgia Angell.



“LIMA helps women expand their list of contacts.”

Marina Svetlichnaya



● Top: Barbara Savelli (with Anne Van Gils); above: Evelyn de Jaen, General Manager of LACMA.

continents but it did go on a bit. Too much of the same at every meeting could risk the organisation losing credibility in my myopic male view. But who am I to say? The whole point is for ladies to support ladies and they know the best way to do that I suppose.

“Most companies already have women in leading roles and they don’t need to prove anything.”

Evelyn de Jaen

Talking to other women at IAM, some who attended the LIMA meeting and some who didn’t, the jury seems to be out. Some were wholeheartedly supportive, recognising that women experienced different pressures at work that needed to be acknowledged and addressed; some who felt very comfortable working in an increasingly less male dominated industry and wondered what all the fuss was about.

I think it’s fine. If LIMA is needed, and initial reaction suggests it is, it will thrive and I wish it good fortune. If it is not, I guess it will find its own level. Either way, I trust that this rather frank report, from an unavoidably male perspective, doesn’t mean the door is closed to me at future LIMA meetings. Maybe I should wave a white flag as I enter next time.

NEWS: ON THE ROAD



● Labour wants walking, cycling and public transport to be attractive options.

HGV safety equipment to be compulsory says Labour

The Shadow Transport Secretary, Mary Creagh, has vowed that safety equipment to protect cyclists will be made compulsory on HGVs if Labour wins next year's UK General Election.

She has also criticised the current coalition government for scrapping road safety targets and letting HGVs travel faster on single carriage roads.

While speaking at the Labour Party Conference in Manchester in September she shook things up by promising a 'Big Change' to the UK's current transport policy including 'London style' transport powers to other areas of the UK. She also told delegates, "We deserve to travel safely at all times, but this government scrapped Labour's road safety targets and increased the speed limit for heavy goods vehicles on single track roads, which will lead to more deaths."

Continuing her speech the Shadow Transport Secretary said, "Labour wants walking, cycling and public transport to be attractive options. Long before lycra and bike helmets, everyone used to cycle. I want every child to have the chance to learn to ride a bike safely, and we want to



"I want every child to have the chance to learn to ride a bike safely, and we want to see more people commuting to work by bike too."

Mary Creagh

see more people commuting to work by bike too. That is why the next Labour government will ensure that all HGVs are fitted with safety devices to protect pedestrians and cyclists."

A press release issued in December 2013 by Ms. Creagh's office announced that it wanted HGV operators to sign up to a voluntary charter to make a number of safety improvements on new and existing vehicles. The release said that the voluntary charter was an immediate step that will be backed up by legislation making these safety measures compulsory for HGVs, if Labour wins next May.

Ms. Creagh said, "If Labour wins the 2015 election, and the sector hasn't responded, we will legislate to make these safety features compulsory. Solving the problem of cycling safety needs education, enforcement and engineering. Labour's HGV Safety Charter is an important first step on that journey and we encourage businesses to sign up."

In December Labour said that it wanted HGV operators to sign up to a range of safety measures by the middle of 2014. These included rear-view cameras, reversing alarms and day time running lights. This seemed to be impractical both as the charter was not enforced and it would have been impossible to complete all the work in such a short time anyway. By the end of 2017, Labour wants all HGVs fitted with in-cab warning systems for drivers, side-guards and blind-spot elimination devices - an equally improbable goal for all HGVs in just three years.

Ms. Creagh also confirmed the party's backing for the High Speed 2 rail project, suggesting it will transform the country. She was however cautious and said that costs needed to be kept under control. As well as improving the capacity of the railways to help decrease freight traffic on the roads, it is also planned for a cycle track to run alongside High Speed 2.

Editor's Note

I don't know about you but, as a cyclist, I don't fancy the idea of riding along a cycle lane with 300mph trains hurtling by. Maybe Ms Creagh has never actually ridden a bike!

Clamping in London drops by 80%

Data recently released by London Councils shows the number of clamps fitted to vehicles in 2013/14 fell to 1,656 - down from 8,273 the previous year - a drop of 80%.

The figures also show penalty charge notices (PCNs) issued by London local authorities and Transport for London (TfL) for minor offences fell to their lowest level in five years (down by more than 10,000 to 992,516 for 2013/14). This decrease coincides with the number of appeals lodged with the Parking And Traffic Appeals Services (PATAS) also falling to a five-year low, down more than 1,000 to 54,129. Over the same period, almost half of all parking appeals were won by the motorist - 47.8%.

Julian Bell, Chair of London Councils' Transport and Environment Committee (TEC), said: "These figures show boroughs have moved away from clamping as a method of parking enforcement and are focussing their resources on methods which allow traffic to keep moving. The reality is now clamping is only being used in special cases and against the most persistent offenders."



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INNOVATION: THE VV-PLANE



THE VV-PLANE: TRANSPORT REVOLUTION?

On 26 September, 2014, *The Mover* was invited to witness the inaugural flight of a revolutionary new concept in long distance transport that could solve the problem of delivering household goods to remote locations: the VV-Plane. Here is Steve Jordan's take on what could be the most dramatic shift in transport since the invention of the railways.

Every international moving company has at some time struggled with deliveries to remote regions.

Magazines such as *The Mover* revel in stories of containers being delivered, against the odds, on home-made rafts, by helicopter, or by intrepid drivers braving some of the world's most dangerous roads to reach the interiors of South America, Africa, China or the frozen wastelands in Canada or Russia. But a new invention just might make these type of deliveries, not just of personal effects but of general cargo, as common as a Waitrose delivery van.

It is the brainchild of engineer, inventor and entrepreneur Thorsten U Reinhardt who, through his company 4 x 4 Aviation, has taken a completely new look at the way in which these deliveries are made and has invented a method that he believes will be cheaper, faster, more practical and safer than a truck.

Thorsten came up with the idea when he was living in Bolivia, a landlocked country. Here, he said, the cost of the most basic goods is 50% higher than in Europe despite heavy government subsidies. Goods can be transported easily by ship to

the nearest port, but it's what happens from there that costs the money and takes the time.

To solve the problem, Thorsten has invented a new type of aircraft. Anyone who remembers Gerry Anderson's Thunderbird 2 will be familiar with the idea. It's a vertical take-off and landing (VTOL) craft that accommodates, within its fuselage, a standard 20ft container. The plane lands on top of the container, locks it in place, and delivers it directly to its location without worrying about the dilapidated (or non-existent) infrastructure below. No runways, no terminals. It's a simple idea, some may say an obvious one, but there is some pretty clever technology going on behind the scenes to make it work.

At the heart of the concept is a revolutionary propulsion system invented by 4 x 4 Aviation that is also attracting the attention of some of the major car manufacturers. It's a hybrid system that uses a combustion engine to power a generator that stores its energy in batteries in the form of a pressure vessel that, in turn, powers electric turbines. Software, also developed by 4 x 4 Aviation controls the power units through micro-controllers with

“The difficult part is knowing how to do it. That's where the funding has already gone. I now know how to do it. That is why I only need an additional £3.5m.”

Thorsten U Reinhardt



few mechanical components: that's what makes the system unique. Each VV-Plane has 16 engines operating in clusters of four. Clusters of small engines are recognised as being more efficient than single large engines (a principle that is common throughout industry for computers, heat exchangers, separators, etc.).

Thorsten says that he requires a meagre £3.5m to complete the development work and build the full size prototype. He believes that this will be achievable within three years of securing the funding.

Questioned about the modest funding requirement Thorsten said: “The thought process has already cost more than £2m. The difficult part is knowing how to do it. That's where the funding has already gone. I now know how to do it. That is why I only need an additional £3.5m.”

Once the design is perfected and proven he intends to allow planes to be built, essentially from kits, locally to where they are needed benefiting from local government finance. “Because there are very few mechanical parts it will be possible for these developing countries to manufacture the VV-Planes themselves while we support them technically. We are looking to produce

Engines

Combustion engine

The engine is a multi-staged (gas and steam) thermodynamic process machine built from off-the-shelf components that will be able to achieve 75% fuel efficiency with zero emissions.

Energy storage

Lightweight, double-walled pressure vessels allowing a fast charge and discharge of stored energy.

Reinhardt electric turbine

Internal blades connected to electric motors that function as outer runners and stators. Powered by an on-board generator or temporarily from batteries charged by the generator.

Facts & Figures

Wing span:	11.9m
Fuselage dimensions:	length: 15.2m, width: 2.7m, height: 3.5m
Empty weight:	3,000kg
Maximum take-off weight:	10 tonnes
Maximum distance:	3,300km (2,050 miles)
Maximum speed:	330kmh
Fuel consumption:	65litres/100km
Cost:	£380,000
Operational lifespan:	20 years

● Left: CGI rendering of how the VV-plane will look; below left: Thorsten U Reinhardt with the scale model at the test flight; right: the scale model about to leave the tarmac on its demonstration flight.



at least 30 aircraft a month initially in this way."

Each aircraft will have an operating range of 3,300km at an average speed of 300kmh. They will each cost approximately £380,000 and have an operating lifespan of 20 years. This compares favourably with the cost of buying and running trucks. They will not need pilots. Maintenance costs will be low.

One potential problem area is payload. The first craft will be able to carry a container weighing no more than seven tonnes which gives a payload of around five tonnes. This might be a problem for some industries, but for movers, it's ideal. Most household goods containers would have a net weight of no more than three tonnes so it is possible for the removal of household goods to be one of the first key applications for this new technology. Thorsten also has plans for the development of lightweight containers that would increase the payload but reduce the intermodal flexibility.

The test flight was successful although it was only of a small-scale model that rose a foot or two off the tarmac at Lydd airport in Kent, fluttered around a little, and

landed again – twice. But it did demonstrate the principle. Some will read this article and scoff. Why not use a helicopter or an airship? Well, both are much more expensive to build and require highly trained pilots. Some will say it's a crackpot idea that will never work. Well, maybe. But those people should remember that those are almost the exact words that were said to Frank Whittle only a few decades ago.

We live in a world that is changing more rapidly now than ever before and that acceleration will continue. A visitor to our world from only 20 years ago would hardly recognise it in terms of technology. If Thorsten is right, and he gets the backing he needs, we could easily be on the threshold of a transport revolution that will change the way goods are moved around the world and affect the lives of millions of people especially those who currently live in its most remote regions.

Don't you think it's exciting that the removals industry, for once, rather than struggling to shrug off its image as a bunch of semi-skilled humpers, might one day help to lead the way towards something extraordinary?



Germany to introduce road tax for foreigners from 2016

The German Transport Minister, Alexander Dobrindt, has unveiled plans to introduce a toll on foreign-registered vehicles using the country's roads from 2016, dismissing concerns in Brussels and neighbouring countries that the plan could breach European anti-discrimination laws.

The tax will be applied to all vehicles above 3.5 tonnes and will include cars and could even be extended to motorcycles. While foreign drivers will need to purchase a vignette to use the roads, German drivers would see that cost offset by a tax discount. Shortly after the announcement, the European Commission stated that, it generally welcomed plans to fund infrastructure investment from levies on road users, however, it warned that a tax targeting a specific group could be seen as discriminatory and therefore be contested.

During a meeting between FEDEMAC and Siim Kallas, the current Commissioner for Transport said that the Commission will be closely following the developments in Germany, in order to insure that Community law is respected and no discrimination against non-Germans occurs. Germany has had a distance-based toll system for trucks for years, but is one of a few European countries that doesn't charge cars on its highways. Most of its neighbours, including France, Austria, Switzerland, Poland and the Czech Republic, have toll systems for private cars that don't distinguish between foreigners and nationals.

Dobrindt said that calculations had shown the measure could generate about 600 million euros of extra revenue, to be invested in the maintenance and construction

of Germany's roads. The minister said that, if implemented, the new road toll would correct what he described as a "fairness gap", an apparent reference to the fact that German drivers have to pay road tolls when driving in neighbouring countries such as Austria, Switzerland and the Czech Republic. Currently drivers from those countries have to pay no such toll in Germany.

However, even German legal experts expressed doubt that the government could make the plan EU-proof.

Austria and the Netherlands warned recently that they would take the plan to the European Court of Justice if it discriminated against non-Germans. Alexander Dobrindt, Germany's Transport Minister and a member of the Bavarian Christian Social Union, insisted on Monday that his experts had taken the Commission's comments into account and that the plan wouldn't breach EU law.

The planned law has not only caused controversy at European level but also in Germany itself. Despite the strong support of the CSU, Chancellor Merkel has clearly stated that she is opposed to it and does not intend to provide any support for it. The issue is of great importance to Bavaria due to the large traffic of foreign drivers on its roads.

FEDEMAC will be closely following the situation and will inform members as soon as new developments occur.

NEWS: ON THE ROAD



● Scania launches Road to Work scheme.

Scania acts to combat UK driver shortage

With Skills for Logistics predicting an LGV driver shortage of 120,000 by 2020 Scania is launching a new initiative to attract new drivers to the industry.

The Road to Work scheme has been designed to bring new drivers into the industry quickly and sustainably and equip them with the specialist skills required by prospective employers.

Where there are vacancies the scheme can enable job seekers to acquire an LGV licence with funding support provided through existing government schemes. Scania is also working with industry partners to identify suitable employed candidates wishing to transfer from their existing roles to a new career behind the wheel.

"There's no doubt that the UK is heading for a serious driver shortfall and that urgent action is required," said Scania (Great Britain) Limited's Driver Services Manager Mark Agnew. "Road to Work is a flexible programme that will also work for clients eager to bring apprentices into their business that ultimately end up with an LGV licence. More importantly Road to Work is a route to developing professional drivers who are ready for the workplace. This is much more than a licence acquisition course; it is bespoke to our clients' needs."

Take control of Driver CPC

Well-run haulage firms are taking control of Driver CPC and making it part-and-parcel of their operation, says the Road Haulage Association.

Quality firms of any significant size will be doing annual training as a matter of policy, and it recommends that approach to the whole industry.

"RHA members are talking more and more about the value of DCPC training to their businesses and planning the courses that will best suit them," said RHA Director of Policy, Jack Semple. "It is very clear to us that well-presented courses go down very well with drivers and their employers. Driver feedback demonstrates that time and again, whether the training is done in-house

or by third parties."

Mr. Semple said that like many things in life, some trainers are better than others. But those drivers and employers who take DCPC seriously soon identify who delivers good courses and who doesn't. The reality is that there are many excellent trainers, delivering courses that are both enjoyable and informative. "The RHA's Driver CPC quality training competition, which is open to all trainers, seeks to promote good practice and we will continue with that theme", he said.

According to Mr. Semple, Driver

Apple iWatch could impair driving performance

The Institute of Advanced Motorists is warning drivers about the potential risks associated with using smart watches while driving.

The latest piece of wearable technology from Apple will allow users to make and receive calls, check their messages and monitor their health by operating the device on their wrists. However, the IAM warns that this could significantly impair driving performance – being a major cause for distraction and road accidents.

Existing research conducted by the IAM simulator study on smartphone use between 2006 and 2010 found distraction from a mobile phone was a contributory factor in 1,960 road accidents which resulted in injuries; this figure includes 110 fatal accidents. Having a wristwatch linked to users' mobile phones only suggests a higher proportion of drivers' performance will be significantly impaired.

Constant alerts will require motorists' regular attention. As opposed to using a legal hands-free piece of equipment the iWatch will require drivers to use two hands to operate the device – impacting speed, lane position and time spent looking at the road.

The Department for Transport has announced that using an iWatch while driving will carry the same penalty as using a hand-held mobile phone of three licence penalty

points and a £100 fine. Where a motorist uses a mobile phone causing death by dangerous driving a harsher sentence of two years imprisonment is enforced.

"Enforcement will be difficult for the police, but powers exist to seize and interrogate devices in the event of a serious crash. The very device that distracted you also has the power to convict you."

Neil Greig

Neil Greig, IAM Director of Policy and Research said, "An iWatch has the potential to be just as distracting as any other smartphone device. Enforcement will be difficult for the police, but powers exist to seize and interrogate devices in the event of a serious crash. The very device that distracted you also has the power to convict you."



● Jack Semple.



● The Task Force will help the government with options for meeting the 2020 RED renewable transport fuel target.

New Transport Energy Task Force established

A new Transport Energy Task Force has been established, building on the LowCVP's recent studies on fuels decarbonisation (Low Carbon Vehicle Partnership).

The Task Force will help the government to examine and formulate options for meeting the 2020 RED renewable transport fuel target and determine how low carbon fuels can help reduce greenhouse gas emissions from UK transport in the period to 2030 and beyond. The Department for Transport (DfT) has asked the LowCVP to help manage this work.

The first meeting of the Task Force was held on 29 September and drew on the expertise of a broad range of stakeholders, including representatives of: environmental and societal NGOs, oil, biofuel and advanced fuels industries, agricultural industry, alternative fuels sectors, investors and the automotive industry. Also engaged in the Task Force are representatives from across government including DfT, Treasury and the Department of Energy & Climate Change. Future meetings will be similarly composed.

The Task Force will comprise a high level group and a number of working groups. The high level group has an independent chairman - Chris Mottershead of King's College, London. This group will provide direction to working groups on key questions and issues and review outputs.

The Task Force will seek specifically to answer the following questions:

- What trajectories and mechanisms are needed to ensure the UK meets the 2020 RED target for transport

sustainably and cost effectively, and so that transport continues to make an effective contribution to greenhouse gas emission reductions to 2030, and beyond;

- What objectives, targets and trajectories could the UK adopt beyond 2020?
- What are the likely impacts of different pathway options (to 2020 and 2030)?
- What evidence is available and required and what criteria should be used to assess options?
- How to maximise the use of the most sustainable renewable fuels and the opportunities for UK industrial growth, e.g. by supporting existing UK investments made in sustainable biofuels, and stimulating investment in advanced fuels?

The Task Force will explore the potential for consensus among stakeholders and, potentially, provide advice and input to further work commissioned by the DfT, other government departments or the LowCVP with respect to road transport energy policy.

The establishment of a collaborative body to look at the future for low carbon road transport fuels was one of the recommendations of the LowCVP's report 'Investing in the Low Carbon Journey' that was launched at the Annual Conference in July. The Transport Energy Task Force is scheduled to report its findings to the Department for Transport by March 2015.

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● Checking grammar and spelling in business communications is vital to maintaining professional credibility.

Going through a bad spell

While some can be very minor and easily overlooked, others are glaringly obvious and can ruin any company's credibility when made in important marketing material. What are they? Typographical errors: typos to you and me. By Charlotte Roe, Business Writer.

The sad thing is most typos are made not because the person writing can't spell or use grammar, but because they haven't bothered to check. This flippant approach to their own company's marketing material sends out a message to potential clients: 'We can't be bothered to get the detail right for our own company, so what makes you think we'll give a flying frog about yours?'

Okay, so that might sound a little over the top; we all make mistakes. But I recently heard someone say that a typo is not a small detail if it's the only thing that people see. No matter how good your business, how compelling the sales pitch on your flyer, how poetic the introduction on your website, if there is an obvious typo sticking out like a sore thumb then you may as well not have bothered.

One flyer that dropped on our doormat this month, from a company that we shall not name, states in bold proud letters on the front "Free month advertising". Surely, what they really mean is, "One month's free advertising", don't they? On the

same flyer it says that the company is so confident that it can improve our business it's offering "exclusive advertising on it's website". They may be confident about what they can do for our business but this miss-placed apostrophe makes me less so.

It's not just typos in marketing material that can damage a company's credibility, it's mistakes in other correspondence such as e-mails and letters as well. E-mails in particular seem to be littered with typos due to people being over eager to respond, overlooking the need to check what they have typed before they hit the send button.

The use of 'text talk' in e-mails is another thing that gets my goat. Abbreviations such as 'c u l8r' are fine if you are e-mailing or texting your best friend, but for an e-mail being sent from your business account? Surely it is not that much effort to type those few extra letters if it means the difference between someone reading it and thinking 'fool' and someone reading it and thinking 'professional'.

As a writer I am probably more picky than most when it comes to typos and

the proper use of the English language. In my office we have a policy of checking every piece of work three times: once by the person who wrote it and then by two others as well.

My advice is to slow down a little. Is the e-mail, flyer or brochure that urgent that you can't take a minute to check it before it wings its way out into the big wide world?



● Charlotte Roe.

Every day I come across more people who agree that mistakes on a company's website, flyer or in its brochure can mean they decide to take their business elsewhere. My advice is to slow down a little. Is the e-mail, flyer or brochure that urgent that you can't take a minute to check it before it wings its way out into the big wide world? If you're not sure about what you have written, get someone else to look over it. Don't just think 'that'll do' - because most of the time it won't.

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You will manage the activities of the sales, customer service and operations departments and lead these teams to success.

To be successful in this role you will ideally possess the following attributes:

- Previous management experience in Business and Commercial moving
- Experience in profit and loss management
- A good grounding in sales
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- Ability to motivate, lead and manage people
- Excellent administrative skills
- Motivated self-starter

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Lyn Wallace, Human Resources Manager –
lwallace@grace.com.au

Note: Only applicants who meet the criteria will be contacted.



**We have the following vacancies
for immediate start:**

International Sales Consultant Internal

We are looking for an experienced sales consultant to join our European and International Sales team. Based at our HQ in Swanscombe the ideal candidate will have previous experience in a similar role and be able to achieve sales targets regularly within 6 months of employment starting. A competitive salary plus commission is on offer to the successful applicant.

Trade Sales Consultant Internal

A vacancy has arisen in our Swanscombe Sales department for an experienced consultant to develop European and international trade sales to our existing trade clients and to develop our trade client database. The candidate must have current experience in the European and international markets and should be a self-starter who can also work as part of a highly motivated sales team. A good basic salary plus commission is available to the right individual.

Removals Estimator M25 area

We have a vacancy for a removals estimator with a minimum 3-4 years estimating experience in the domestic, European and international markets. Experience in business removals would also be an advantage. Working mostly within the M25 area you will be provided with a good basic salary plus commission, a top marque fully expensed car, iPhone and iPad. Preference will be given to individuals resident within 30 miles of our HO in Swanscombe.

Removals Estimators NE England, NW England, Bristol/S Wales, Central Scotland

We are expanding and wish to appoint self-motivated individuals with 2-3 years estimating experience in domestic, European and international removals in the above areas. Primarily working from home a once monthly visit to our HO or Midlands branch will be required. A good basic salary plus commission, iPhone, iPad and car allowance is on offer to the successful candidates.

To apply for any of these positions please visit our website www.simpsons-uk.com/job_vacancies, click on the link 'Application form' and complete the form. Once completed please send it to melanie.simpson@simpsons-uk.com together with your CV.

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NEWS: PEOPLE

Elizabeth Kocken promoted at Graebel

Elizabeth Kocken has recently been promoted to the position of Global Talent Management Director for Graebel in the USA.

She will now be responsible for the implementation of the company's international talent management and programmes.

Elizabeth has been with Graebel for five years and has been steadily promoted within the human resources team having started as a human resources generalist, then senior human resources generalist. Most recently, as the global human resources manager she has been instrumental in the design and expansion of cost-effective global talent management programmes in the Graebel regional centres in Prague, Singapore and Shanghai.



● Elizabeth Kocken.

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The White & Co Mystery Mover



Congratulations to Peter Varall from Castles in Deal who correctly identified Colin Chapman last month. It's actually the second time Peter has won the White and Company Red and Black watch, proving that it's still worthwhile having a go even if you are already a proud owner. This time you have five people snapped at this year's IAM conference. All have name badges but the gentleman second from the right has his beer glass in the way. Can you put a name to the face? Answers please to editor@themover.co.uk.

Job vacancy at John Mason International

International Sales Consultant (Surveyor)

John Mason International have a current job vacancy for an International Sales Consultant based in London and the Home Counties.

You will work with our prospective customers, to understand their needs and estimate the volume of goods to be shipped before developing a solution. The role will require flexible working days/hours. You will need to be process driven and tech savvy. Experience in the International Moving industry is a plus.

Competitive salary, bonus and company car.

Please reply in writing with a CV to:

David Ozard
General Manager
John Mason International
Email: david@johnmason.com



SALES REPRESENTATIVE

Over's of Camberley is looking to recruit a sales representative for its Farnborough branch.

This is an excellent opportunity for an ambitious, sales-based individual to join a family-run business that's been operating since 1857. A proven background within the removals industry is required for this role along with excellent communication skills and the ability to secure sales in house. A competitive salary package is available, plus commission and a company car.

In the first instance please e-mail your application to Graham Gauntlett:
Development@overs.co.uk
or sales@overs.co.uk



● Angie Boreham.

Angie Boreham joins Fox

Angie Boreham joined Fox Moving and Storage on 1 July as Corporate Account Manager and Business Developer.

She will represent Fox in London and the Home Counties, monitoring the service delivery of all key accounts, VIP and high profile business in that area. Angie is a very experienced moving professional and will also carry out surveys and site visits as part of her customer service role.

Angie has been in the removals business since 1985 when she joined the Fine Art Division of Trans Euro. During her 15 years at Trans Euro she worked in several other departments and found enough time to have three children. She has experience in dealing with European moves, air freight, sales, marketing, storage, specialised moves and has worked alongside the editor of *The Mover*, Steve Jordan, at Avalon Overseas dealing with the

private, international migrant section.

The last ten or so years have seen her involved with running a specialist trade packing company, serving the international moving industry, with a large, regular portfolio of well known moving businesses, particularly in the London area.

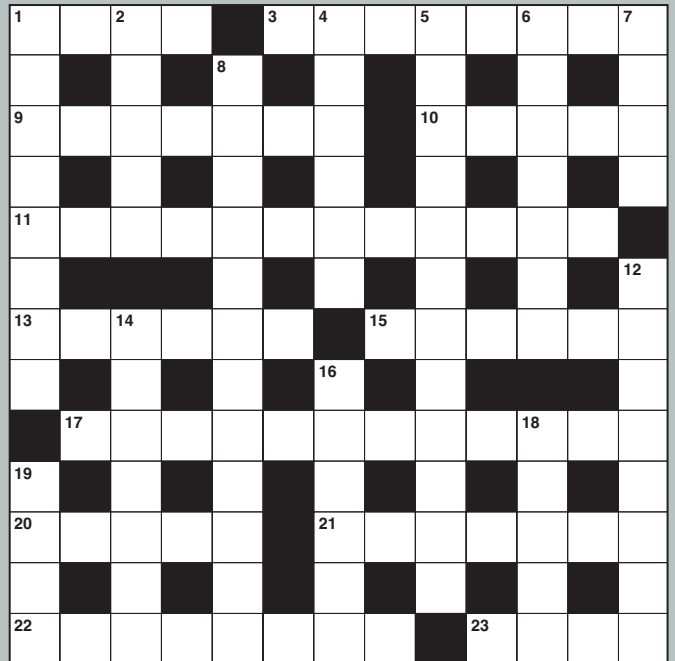
She felt that the time had come to move back to what she knows best, the international corporate market and, having built a long working relationship with Fox, took up a new position with the company. She will have a strong interest in the US market and is responsible also for promoting the Atlas Brand, since Fox is the UK licensee for Atlas International, now a rapidly expanding international network, as well as one of the largest US van lines.

Peter van den Berg joins Tippet Richardson

Peter van den Berg has joined the international team at Tippet Richardson in Vancouver. Peter has over 20 years of international business experience, specialising in the relocation, logistics and transportation industry with a very successful record of accomplishments.

Peter was born and raised in the industry, as the fourth generation in his family's national and international moving company in the Netherlands. After graduating from university, Peter earned several diplomas from the FIDI Academy. He has practical experience in packing and loading, dispatching, traffic coordination, management and relocation.

Puzzles

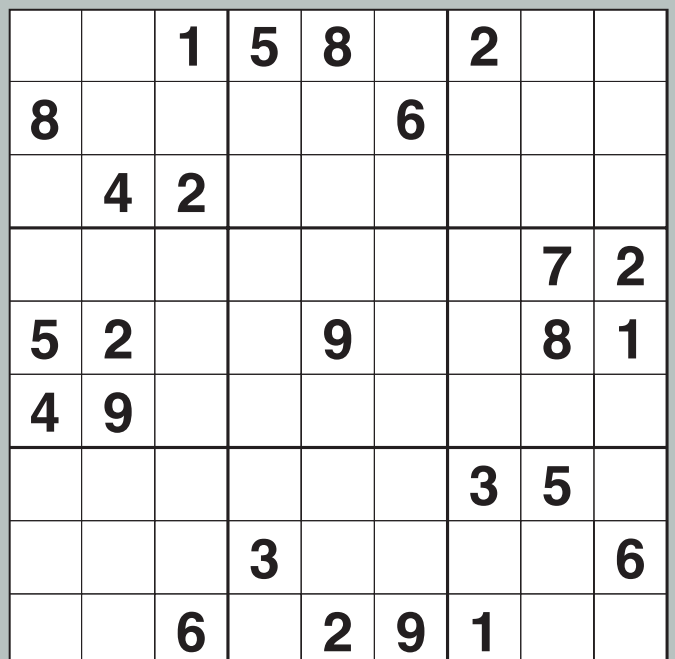


ACROSS

- 1 Garden watering device (4)
- 3 Someone skilled in shooting (8)
- 9 Arranged neatly (7)
- 10 Gena Lee ____ : actress (5)
- 11 Enhancements (12)
- 13 Neat and concise; irritable (6)
- 15 Struck by overwhelming shock (6)
- 17 Bump (12)
- 20 Speak without preparation (2-3)
- 21 Sterile (7)
- 22 Went beyond a quota (8)
- 23 Movement of water causing a small whirlpool (4)

DOWN

- 1 Weighing the most (8)
- 2 Economise (5)
- 4 ____ Bocelli: Italian operatic singer (6)
- 5 School for young children (12)
- 6 Civilians trained as soldiers (7)
- 7 Religious sisters (4)
- 8 Unfriendly (12)
- 12 Elastic (8)
- 14 Modern type of paint (7)
- 16 On fire (6)
- 18 Observed (5)
- 19 Rich savoury paste (4)



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DiaryDates

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

FEDEMAC General Assembly
21 – 22 November, 2014, Reims, France

IMC 4th convention
28 – 30 January, 2015, Vietnam

EUROMOVERS
16 – 19 April, 2015, Barcelona

BAR Annual Conference
21 – 23 May, 2015, Belfast

FEDESSA European Self Storage Conference
6 – 7 October, 2015, NH Grand Hotel Krasnapolsky, Amsterdam

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DID YOU KNOW?/PUZZLES

Did you know?

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

There are about 50 species of lobster, including the hunchback locust, the velvet fan and the musical furry.

Holding the key of a church door was once thought to be a remedy against the bite of a mad dog.

The Moon and the Earth both orbit a common centre of gravity located about 1,000 miles below the surface of the Earth.

The word 'time' is the most commonly used noun in English.

Until 1900, most of the world's tobacco production was used as snuff, rather than smoked.

Brazil isn't the world's biggest producer of Brazil nuts – that's Bolivia, which produces about 50% of the world's supply.

Four is the only number whose value is the same as the number of letters in its name.

In Canada, due to a chronic shortage of coinage, playing cards were once used as currency.



Puzzle solutions



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

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

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