



The Movers & Storers Show 2015  
**Exhibition Guide Issue**

Full details of what's on and who's exhibiting starts on page 24.



Issue 054 September 2015 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



## BEST SERVED CHILLED

Dinner party on Everest. Page 36

# Channel Islands

## Trade Rates

Effects received at our Portsmouth receiving facility

### Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
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1001 - 1500 cuft	£1.30 per cuft

Alderney, Sark, Herm rates on request.

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### H.M Customs Documentation - Channel Islands

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# TheMover

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Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor  
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**Deadline:**

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

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**Deadline:**

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

**Disclaimer:**

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

**Published by:**

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

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

## Ear defenders not supplied

Steve Jordan, Editor



There is a rumour going around that I will be providing the musical entertainment at the Movers & Storers Show this month. At this stage in the proceedings it would be rash of me to confirm or deny such chatter. However, what I will say is that anyone attending the event will be in for a treat – or perhaps that’s a shock.

I know that Keith and Charlotte have been working very hard to put on a fabulous show for you this year and I do hope as many of you as possible will attend, support the exhibitors and join in. It’s the only event of its kind in the UK so, in my opinion anyone that is serious about the moving industry really should make the effort to go. No matter how long you have been in the industry or how set in your ways you might be, it would be hard not learn something useful; as long as you approach it with an open mind of course.

One area you really should attend is the Learning Zone. Here guest speakers come along to offer the benefit of their experience and expertise with the sole intention of making your lives easier, more profitable or, possibly both. It’s not much fun for the presenters if they are playing to an audience of two after sweating for weeks over their speech and carefully honing their slides. So, out of courtesy to them, if you are going to the show, make sure you sit in on at least some of the sessions. You’ll be glad you did.

I, for example, will be explaining, with my usual irreverence, how you can promote your business through the press without spending hardly anything at all. And I don’t just mean *The Mover*: there are dozens of publications every week that would like to hear from you and will be happy to write about what you do; you just need to know the tricks of the trade so I’ll give you the inside track on how to make a friend of every editor in the land.

As to whether I shall be breaking into song - well you’ll just have to come along to find out. However, one word of caution: it might be a good idea to pick up a pair of ear plugs on the way to Silverstone, just in case. You can’t be too careful.

Steve Jordan



● Construction growth was flat in the second quarter of 2015.

## House prices still rising as UK construction remains flat

There was a time when we were all looking for the prices of houses to stabilise and even start rising again as a sign that the economy was recovering, confidence returning and, hopefully, people would start moving again.

Undoubtedly some of those wishes have come true and the UK moving industry is definitely in better shape than it was a couple of years ago, but the economic data is still only partly encouraging.

According to the Land Registry House Price Index for June 2015, the UK is showing an annual house price increase of 5.4% taking the average price of a house in the UK to £181,619, overtaking the previous peak in November 2007. It was also encouraging that the greatest monthly rise (3.0%) was in the North East, an area where recovery has been slow to emerge.

However the reason for the increase is partly because people feel more confident and affluent, but it’s also because the supply of suitable housing for people is restricted. In the second quarter of 2015 construction growth was flat, the number of completed house sales in April was 19% lower than a year earlier. Repossessions were down, however, by almost 50%

confirming that people are generally better off than they were.

Adrian Gill, Director of Your Move and Reeds Rains estate agents, understandably perhaps, put a glossy gloss on the figures: “We can see vitality pumping through the veins of the property market again and the heartbeat of house price growth was getting stronger in June. Relieved buyers and sellers have stirred again after the election stupor, breeding healthier annual and monthly price rises across the country.”

That may well be true, however moving companies are not interested in the amount of money that changes hands when a family moves; it’s the number of families moving that matters. Adrian Gill agrees that this is still a problem. “Growth in the construction industry was flat during the second quarter of this year, which should be ringing alarm bells,” he said. “Buyers’ purchasing power has rarely been stronger, but this golden opportunity will be spoiled if there’s nothing for them to buy.”

  
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## NEWS: UK

## Britannia Leatherbarrows take on the Three Peaks Challenge

A team from Bournemouth-based Britannia Leatherbarrows tackled the Three Peaks Challenge over the weekend of 4/5 July in aid of Action Medical Research.

The Challenge is to climb Ben Nevis in Scotland, Scafell Pike in England and Snowdon in Wales within a 24-hour time frame.

Leatherbarrows' team members Robert Dance, Richard Fisher, Lewis Mills, Paul Messer, Tom Collins and Andy Pittwood trained for many months to take on the challenge which involves climbing all three mountains, and driving between them, in under 24 hours. Unfortunately they didn't quite break the very demanding limit having started at 4:00am and finishing at 5:00am the next day, however it's still a remarkable achievement that allowed the team to raise a whopping £2,372.40 for the charity.

Lewis Mills, Office and Commercial Removal Manager at Britannia Leatherbarrows said, "We're all in the office feeling sore, hungry and very tired, but definitely worth it now, even if we didn't think so halfway up Snowdon. A once in a lifetime experience ticked off the bucket list, but never to be repeated."

The research work Action Medical Research has performed over the years has affected almost everyone who lives in the UK. It is through its research that medical successes such as the first polio and rubella vaccines were created for use in the UK; another important breakthrough was ultrasound for pregnancy.



● Summit of Scafell Pike, left to right: Richard Fisher, Andrew Pittwood, Paul Messer and Lewis Mills.



● Emma Lanman on *Dragon's Den*.

## Emma stands up to the Dragons

Emma Lanman from Van Girls, featured in *The Mover* in August 2014, recently appeared on the BBC programme *Dragon's Den*.

Emma was looking to trade 10% of her company for a £75,000 cash injection from one or more of the high-powered entrepreneurs. She didn't get the cash, but she was very much a winner.

She made a very good argument that the cash injection would allow her to buy a new vehicle, partly to service a new deal that was in the offing from Pickfords, and to expand the business. Emma was also keen to have the help of an experienced entrepreneur on her side to provide guidance as her business expanded.

It was obvious that some of the Dragons were tempted. Touker Suleyman, the owner of major fashion brands including Ghost and Hawes & Curtis, tried to play the old trick of relating the investment to the current value of the company. He looked incredulous saying that the request valued the company at £750,000 and asked what would happen if the expected growth didn't happen. Many before have crumbled in 'The Den' under this

type of pressure, but Emma simply smiled and said "You have to take a risk". Good on ya' girl!

Sadly none of the Dragons decided to invest but entrepreneur Deborah Meaden said after "I might regret that one". On leaving the Den, Emma was in defiant mood. "I'm going to prove to them that something new and niche can take over the world," she said. "So hopefully you'll see us in a town near you very soon."

**"I'm going to prove to them that something new and niche can take over the world..."**

Emma Lanman

Van Girls is providing a valuable service to people who prefer the idea of having an all-female crew. The company will also provide crews to trade customers if required.



● Tim Brown (left) handing the crates over to Rob Williams and associates from the Boys Brigade.

## PHS Teacrate make crate donation to The Boys Brigade

PHS Teacrate has donated ten of their crates to The Boys Brigade. The crates were presented to The Boys Brigade at the PHS Teacrate Bristol Depot, by Tim Brown, PHS Teacrates, lead driver.

The Boys Brigade was founded 125 years ago and now works with over 60,000 children and young people in over 1,500 companies in the UK and Republic of Ireland every week, providing a programme of exciting activities including camping, climbing, kayaking, orienteering and expeditions for boys and girls from five to 19, continuing with their young staff through provision of Duke of Edinburgh Award programmes.

Rob Williams, Deputy Senior Youth Leader of Bath Boys Brigade, said "We are overwhelmed by the donation from PHS Teacrate. This will be such a big help for us as the boxes we currently use are on their last legs."



## New vehicle for Stephens Removals

Luton-based Stephens Removals has acquired a Leyland DAF CF 18-tonne truck from Vancraft. This addition takes Stephens' fleet to 14 vehicles. The company chose this vehicle as it already has others like it and has always been happy with them. The new DAF will be used for local, national and European moves.

## Striking new Mercedes for Squab

The new Mercedes Actros, recently bought by Squab Group will take the fleet up to five 18-tonne vehicles, three trailers and a 7.5 tonne vehicle.

The new vehicle has a drop axle and a payload of 26 tonnes and a drop body allowing it to change easily between a crate and CT body for better flexibility.



● Squab Group's Mercedes Actros.



● Wolverhampton's mayor opens the Burke Bros self storage facility.

## New self access storage facilities at Burke Bros

The Mayor of Wolverhampton, Councillor Ian Brookfield, opened a new self storage facility for Burke Bros. on 9 June, 2015.

Plans started back in 2013 when Burke Bros Moving Group bosses, Gary and Chris Burke, recognised the opportunity to add complementary self storage services to their existing containerised, free standing and document archive storage. Successfully securing a Green Shoots grant funding awards (£50,000) in late 2014, allowed the work to commence in April 2015 to create 94 storage rooms of varying sizes for public use.

Gary Burke said: "Initial interest has been very positive! Since word got out, we've already received enquiries from local businesses, public sector organisations, private individuals and students, all looking to store a whole range of items from archive files, office equipment, products, studio flat contents, to household effects."

The main contractor, was Active Supply and Design (CDM) Ltd. The company used its experience to build the new facilities that include: new roofing to provide natural light; a new corridor from the main reception to the self store rooms; Active's single tier mezzanine floor design with storage units at both ground and first floor level; all in a brightly lit, clean, safe, secure, dry environment.

Chris Burke said: "We have all been very impressed by both the quality

of Active's work, plus the speed at which they built it, especially when the entire fit-out took just six weeks to complete."

Active's Director, Garth Williams, said: "We were delighted when Burke Bros chose us to help them enter the self storage marketplace along with their commitment to embrace the high standard of finish and quality of storage rooms we construct."

**"We have all been very impressed by both the quality of Active's work, plus the speed at which they built it ..."**

Gary Burke

Free car parking, large loading bays, trolleys and forklifts are all available to make moving items in really easy. For customers' peace of mind measures also include 24-hour security, 24-hour CCTV monitoring, strong perimeter fencing and secure gates, with each customer using their own padlocks on their own dedicated room, for easy access during regular opening hours.

## Crown Relocations launches a visa service

Crown Relocations in the UK has launched a visa service for UK nationals relocating to Australia and New Zealand.

The new service uses the company's qualified and licensed immigration advisers, who are in touch with the frequent changes in rules, to steer customers through the whole process, from initial eligibility consultation, to coordinating applications. In a recent communication the company said that people often think the biggest pitfall is choosing the right visa type to apply for, but the major difficulty comes before any application, in establishing a person's eligibility to apply.

Using this service, potential migrants will be able to contact Crown Relocation directly at the start of the migration process, rather than making the application themselves or using the services of a migration consultant.



● Pickfords' Quality Manager Tracey Rogers and Corporate Services Director Steve Wilkins.

## Pickfords FIDI-FAIM certified for Corporate Relocation

Pickfords Move Management has recently been certified FAIMPLUS. The FAIM certification demonstrates that compliant companies continually provide global relocation services to a uniform quality standard. FAIMPLUS is awarded to established ISO 9001-certified companies, demonstrating high standards in the implementation of quality management systems.

As a member of the FIDI Global Alliance, Pickfords adheres to the highest standard of quality and efficiency in moving services, in accordance with the FAIM standards.

Pickfords' Managing Director Russell Start said, "We are thrilled to have been awarded the FAIMPLUS certification for international relocation, demonstrating our ongoing commitment to quality move management. My personal thanks to our staff for maintaining the high standards."

## PPS acquires Alison Handling

PPS, provider of crate hire to the commercial relocation industry has acquired Alison Handling Services, the UK's largest independent stockist of plastic returnable packaging. The acquisition will enable PPS to expand its current services for customers. Currently PPS offers the delivery, collection, asset tracking, washing, rental and repair of returnable equipment and will now expand the services through Alison Handling to include sales of a wide range of load carrying equipment.

PPS has experienced growth in

its 13-year history, including the start of its crate rental service to the removal sector nearly three years ago. David Pegg, Chief Executive of PPS, said: "We've admired the services and reputation of Alison Handling for many years. As Tony Dearden looks to retire from the company he set up, we are proud to be able to take on the exceptional services and impressive customer base Alison Handling has created." Business Growth Fund (BGF), the UK's most active investor of growth capital, provided £4.9 million to support the acquisition and PPS' growth plans.

**BUSINESS:** PRICE COMPARISON

● Consumers now take price comparison for granted.

## Why price comparison is revolutionising removals

Now that price comparison is taking hold in the removals industry, what sort of impact can we expect? It works for books, smartphones and DVDs, but does it work for a removals job? And who stands to benefit most, if at all? Marc Bengier, Co-founder and Director of Compare My Move explains.

**A**s consumers, we take price comparison for granted. Who hasn't benefited from cheaper car insurance or a better broadband tariff thanks to the power of Internet technology that instantly presents you with all the product information necessary to make your purchase?

### Lessons from the personal finance market

In the high-margin personal finance industry, price comparison has revolutionised how the market works. Once dominated by a small cartel of the biggest companies in the world, price comparison has become a boon for innovative niche providers and challenger brands. Why? Because price comparison is completely meritocratic, which

means a level playing field no matter how big you are.

Removals services – just like insurance, pensions and savings – are not commodities. Customers want to know more than just the price, and they want to know quickly. But there are even more compelling reasons why removals services are well suited to price comparison and why removals firms would be wise to get involved from the outset.

### Long duration between using a removals service

According to the Intermediary Mortgage Lenders Association, the average turnover of a UK property is now 23 years. That's three times longer than during the big housing

boom of the 1980s. Even those who move fairly regularly don't move frequently enough to keep track of changing removals prices, service offerings and providers. The net result is that the average removals customer has almost no idea what costs to expect for the service they require, until they start researching it. This is massively increasing their reliance on price comparison to support their understanding and provide additional helpful resources.

### The emotional tinderbox of moving day

It doesn't get more stressful than moving house and the focal point for that stress is typically moving day. Decades can pass between occasions when a typical customer uses a removals firm. Couple this

with the undeniable fact that many potential customers in your area have no idea of your reputation. Both of these things heighten their desire to find a reliable, independently vetted removals operator rather than a cowboy who'll let them down. Price comparison plays a crucial role in this process, by keeping rogue traders strictly off limits to provide extra reassurance to the buying public.

### Organising removals: the last thing to get done

Organising a removal is an important task, but it's seldom given more priority than other pressing issues such as mortgage arrangements, legal process and school entry. No one ever thinks about car insurance six months through their annual coverage, which is why these kinds of financial services products are the single biggest success story of the price comparison age. When people need a quick quote about something they don't really understand, there is nothing better than price comparison and that's a big part of the opportunity for removals operators.

### A wide variety of removals services and providers

The removals industry has developed a host of services for every need. These can range from the simple man-and-a-van, to long-distance transport integrated with short-term storage services, and even luxury 'concierge' providers offering prestige packing and unpacking. This again increases the necessity of a 24/7 online comparison engine that presents detailed service information, as well as the headline price. Customers ultimately want as much insight as possible to base their decisions upon.

### The 50% local rule for finding a removal firm

When people move, it's sometimes to a new part of the country or a new part of the world. In such a scenario, they'll know more about removals firms in their current area than removals firms in the area they are moving to. They don't have to be rocket scientists to understand that this gap in their knowledge means they are missing out on a potential opportunity to save money. Price comparison gives the buyer immediate insight into both local markets related to their move, effectively doubling the addressable market for removals firms that take part.





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**NEWS: UK**



● New RTITB CourseBuilder will revolutionise Driver CPC training.

## A different approach to Driver CPC training from RTITB

A new CourseBuilder from Driver CPC Consortium, RTITB, enables training providers and employers to create Driver CPC courses, uniquely tailored to their customer and business needs, without the requirement for their own JAAPT (Joint Approvals Unit for Periodic Training) centre approval.

An estimated £205.2 million was spent during the last five-year cycle of Driver CPC (Certificate of Professional Competence) training, based on a £60 spend for each of the 3.42 million attendees. "This staggering amount of money was spent by drivers and employers in our industry on training that was largely standardised and therefore often did not provide return on investment," says Laura Nelson, Managing Director of RTITB.

CourseBuilder from RTITB currently covers 110 topics including: optical driving behaviour, vulnerable road users, planning for efficiency and driving style, which all aim to change driver behaviour. Topics are

delivered through a wide selection of highly engaging and interactive sessions. No session lasts longer than 35 minutes, to optimise driver attention and engagement. Eleven topics are selected from the CourseBuilder library to create the personalised seven-hour Periodic Training course.

"We have successfully begun to roll out a Driver CPC training system that challenges the status quo," explained Laura Nelson. "It provides those delivering training with highly relevant materials and those attending or paying for the training an interactive experience with added business benefits."

Course materials can be created to suit the branding of the company

delivering or receiving the training and can include an optional assessment, taken outside of periodic training hours. Each 35-minute session can be delivered in a variety of ways including: quizzes, video led discussion, working party style discussions and case study-based learning.

"We understand that set courses don't meet everybody's requirements and not all businesses can afford to develop courses for each customer," Laura continued. "RTITB's CourseBuilder aims to make training more personal and engaging, but most importantly it aims to change driver behaviour. This helps to ensure drivers' personal road safety and enhances business operations such as customer service and compliance, both of which ultimately impact bottom line profits."

Employer members of the Master Driver CPC Consortium will also find the 35-0 minute sessions beneficial independently to Driver CPC as they can be used as stand-alone training tools. A short refresher training session is often required, in support of an internal safety campaign or in the event of an incident at work; the individual CourseBuilder sessions are ideal for this.

"We have revolutionised our approach to Driver CPC to help improve company training and bring something fresh to the thousands of drivers seeking Driver CPC Periodic Training. We are offering an alternative to employers looking for a different approach to Driver CPC for the next five years," said Laura. "The Master Driver CPC consortium will continue to set the standard for Driver CPC Periodic Training in the UK."

● To download a list of all the topics and an example of the new material available, visit [www.rtitb.info/coursebuilder](http://www.rtitb.info/coursebuilder).



● One of several new Clockwork vehicles.

## CLOCKWORK EXPANDS ITS VEHICLE FLEET

Clockwork Removals Ltd has expanded its fleet during the first half of this year with the acquisition of several new vehicles. Its newest branch in Oxfordshire has taken delivery of an 18-tonne truck with additional box trailer, while the Sheffield and Wimbledon branches each have new 7.5 tonne Ryder vehicles. The company's deep storage facility at Aston Down, Gloucestershire, has also acquired two brand new 38-tonne tractors and trailers which will be used for daily runs to and from central London.

## 20% discount on software for AIM members

Administer Software, a specialist supplier of software for the moving industry, has announced that it is offering a 20% discount to all AIM members. Call 0845 430 8901 for more details.



Reason Global Insurance Ltd is authorised and regulated by the Financial Conduct Authority.

## The Fast Forward Group joins AIM

The Fast Forward Group has recently joined the Alliance of Independent Movers (AIM).

**T**he north London-based company provides domestic and commercial moving services along with extensive storage facilities, which now accounts for around 60% of its business. The company was started by Mick Bradley thirty-five years ago with one van and an estate car.

**“... I felt AIM was more relevant to an operation of our size than some of the other trade bodies we could have joined...”**

Mick Bradley

The business has grown considerably since those early days adopting the latest technology and offering customers services including online quotations and packaging sales.

“We looked at other organisations before deciding to join AIM. They are a new fresh idea and I liked the

word ‘independent’; we are not a large multi-branch UK company and I felt AIM was more relevant to an operation of our size than some of the other trade bodies we could have joined,” said Mick. “I think these days, people like to know they’re dealing with a company that is accountable for its actions. Being a member of AIM, and the Road Haulage Association, which we’ve been members of for some years, gives us an added layer of credibility to back up our reputation.”

AIM founder Scott Rust said, I’m delighted to welcome The Fast Forward Group to the Alliance. Mick has been in the business for a long time and his company is one of the longest established in our organisation. I’m looking forward to working with him in the future.”

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.

● [www.fastforwardremovals.com](http://www.fastforwardremovals.com).



● The reallymoving.com team.

## Reallymoving.com finalist in Lloyds Bank business awards

Reallymoving.com has been shortlisted in the ‘Vonage Business Enabler of the Year’ category for the 2015 Lloyds Bank National Business Awards.



**T**he company was launched in November 1999 and has become one of the UK’s leading providers of free, instant online quotes for home moving services. Reallymoving.com provides quotes to customers for multiple moving services on behalf of removals companies, conveyancing solicitors and Chartered Surveyors.

Rob Houghton, Director for reallymoving.com, said: “We are delighted to have been shortlisted in these hugely prestigious awards. We work hard to enable the success of our business partners and it’s great to see this acknowledged.”

The Lloyds Bank Business Awards include representatives from across industry and includes

small companies and large. Tom Broughton, the Awards’ Programme Director said: “The quality and range of this year’s entries exceed even those of last year, which is no mean feat. The draw of being involved with the Lloyds Bank National Business Awards has seen companies from all kinds of industries submit applications, which have been narrowed down using our thorough and comprehensive scoring system. We are now looking forward to the next step in the judging process and meeting some of the finalists face-to-face.”

Finalists were chosen from the hundreds of businesses that entered or were nominated across 18 award categories. They will now prepare for live presentations to expert judges who will decide the overall winners that will be revealed at the awards ceremony at the Grosvenor House Hotel in London’s Park Lane on 10 November.



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## SELF STORAGE: RED CUBE



● Above and below right: Red Cube Self Storage.

job, take it a step further and make the calls for them and arrange the introduction – this little gesture will show your potential customer you care. The keyword from the survey to notice is ‘help’, they are not always looking for a ‘free’ service.

This should be very simple for self storage companies that evolved from the moving sector. But even those without their own services could easily strike up a partnership with a local company.

### Shelves and cabinets to help us organise our content

24% asked for shelves and cabinets in their storage units. People felt they had no other choice but to dump everything in boxes, making it difficult for them to find a particular object a few months later. If you provide some simple storage organising shelves and cabinets they can place certain items for convenient relocation. This makes them comfortable leaving their belongings for longer as it’s convenient and easier to access.

The key from this finding is to make your customers comfortable and offer them as much convenience as possible.

Many companies fail to listen and implement improvements to their businesses that are geared to the consumer needs. The common mind-set of many business owners is to study their successful competition and implement a replica with reduced prices. But now the consumers are aware that cheaper prices don’t always mean satisfaction.

Carrying out field research, listening to consumers and implementing the changes makes a big difference to a local business’ customer retention and conversion rates.

# Red Cube listens to customers

Birmingham self storage company Red Cube recently carried out a survey in the centre of the city to collect and analyse the views of 1,000 self storage users. The question: “How would you like self storage companies to improve their services to the public?”

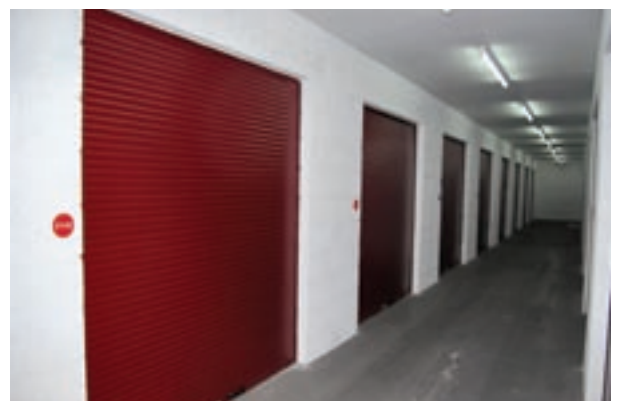
**T**he company analysed the survey results and implemented them. As a result they recorded an increase in revenues through customers increasing their length of stay and improved conversion rates from new enquiries. By listening to customers the company was able to set up a new self storage facility in Birmingham and win new business amongst larger and more established companies within a two-mile radius.

Red Cube reports on two of the key feedback points that it believes have made a significant difference:

### They could help us to move in to the storage facility

37% of respondents said that the company’s willingness to help them move in was important. This is a prime example of adding value to your product or service and can be looked as expanding your services further but geared around the consumer.

You don’t need to offer a free service but having the facility available, or even a list of recommendations to help the customer move in, has been a deal breaker for Red Cube. Passing on a few contact numbers doesn’t always do the



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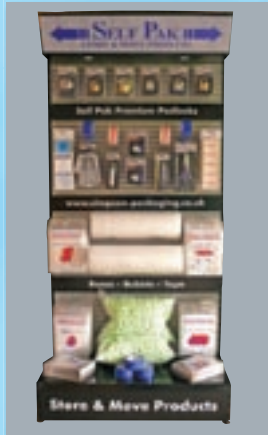
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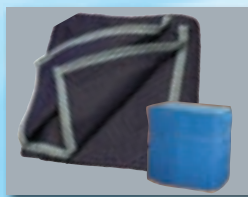
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NEWS: UK

# Reason Global and the Movers & Storers Show work together for Macmillan

Reason Global Insurance will be working closely with the team at the Movers & Storers Show this year to provide the maximum possible exposure for its chosen charity, Macmillan Cancer Support.

**R**eason Global has been working with Macmillan since the beginning of 2014 and has successfully contributed to raising money for major projects for the organisation over that time.

A key exhibit on the Reason Global stand at the Silverstone show will be the full-sized F1 Style Simulator that will give anyone who is brave enough the chance of being Lewis Hamilton, just for a minute or two. But there will be lots more going on aimed at raising money for the charity and increasing awareness of the extraordinary work it does for cancer sufferers and their families.

On the evening of the exhibitors'

party at Whittlebury Hall, for example, the Show organisers will be holding an auction that will give everyone the opportunity to bid on some unique lots – hopefully including some genuine F1 car parts and signed memorabilia – to raise money for the charity. There is also a good chance that Reason Global staff, including Malcolm Pearson, Business Development Manager for the company, will be brandishing a few collection tins to give visitors the chance to support the cause.

“We see this as a great opportunity to catch up with clients and our chosen industries in general, whilst at the same time raising money for such a worthy cause as Macmillan,”

said Malcolm. “We hope as many attendees as possible will come and race a lap in the car and try to win the prizes on offer.”

Malcolm added that he was very grateful for the co-operation of the Show organisers. “This year we are making a real joint effort. The Movers & Storers Show is one of the major events in the industry calendar and we are delighted that the organisers have helped us so much. We all hope that our efforts will be well supported by the visitors and exhibitors alike.”

Macmillan Cancer Support does not just provide nurses for palliative care. The organisation supports patients, their families, friends



● Macmillan provides much more than just nurses for palliative care.

and communities with care, understanding and valuable information to help them through the really difficult times when cancer strikes. When you attend the Movers & Storers Show on 15 and 16 September at Silverstone, please join in the fun and, if you can, be generous.

# Reorganisation for Volvo UK and Ireland

**I**n a move aimed at strengthening the business and streamlining operations, Volvo Group Trucks UK & Ireland has announced a comprehensive reorganisation of functions at the market company's head office in Warwick.

The new organisation brings together and merges the current Renault Trucks and Volvo Trucks support functions, whilst maintaining separate commercial functions to represent the interests of both brands in the market.

The changes are being introduced to support a new, multi-brand focussed Renault and Volvo truck sales, aftermarket and marketing organisation serving its dealer networks and its customers in the UK and Ireland market.

Following the appointment of Arne Knaben as Volvo Group Trucks UK & Ireland Managing

Director in April, the following management personnel appointments have now been announced: Nigel Butler and Mike Corcoran are Commercial Directors for Renault Trucks and Volvo Trucks brands respectively; aftermarket and customer support will be directed by Tony Davis; Ian Wrench becomes Retail Development Director for both dealer networks; and Amanda Hiatt is the new Marketing Director Volvo Group Trucks UK & Ireland.

It is planned that the full, multi-brand support teams and organisation will be in place and fully operational by 7 September, 2015.

“I am delighted to be announcing the new, multi-brand focussed organisation,” said Arne Knaben. “I am confident that it will enable us to support our customers even more effectively.”



● Clockwise from top left: Arne Knaben, Managing Director - Volvo Group Trucks UK and Ireland; Nigel Butler, Renault Trucks Commercial Director; Mike Corcoran, Volvo Trucks Commercial Director; Amanda Hiatt, Marketing Director - Volvo Group Trucks UK and Ireland.

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● Bournes receive the Overseas Mover Of The Year Award.

## Bournes International Moves wins BAR Overseas Mover of the Year Award

Bournes International Moves has been named Winner of the first British Association of Removers (BAR) and Which? Trusted Traders Overseas Mover of the Year Competition, newly launched for 2015, celebrating the best international removals companies in the household goods shipping industry.

The award was presented to Tom Bourne (one of Bournes' current 5th generation company owners) and International Corporate Account Manager Marilyn Wilson at the BAR's annual conference in Belfast.

Speaking about the award Wesley Bourne, Managing Director, said, "We are thrilled to have won the BAR's Overseas Mover of the Year Award. From the customer feedback we receive daily I believe this to be a real team achievement with everyone from our sales team and coordinators to our crew, customer service and back office support staff playing a role in creating an excellent customer experience from start to finish. In our 140th year of business as a family run company it's very rewarding to receive this accolade from our customers as

recognition of everyone's hard work and commitment to providing great service."

The aim of the award is to encourage and celebrate high standards in the international removals industry and to reward those companies that lead by example and excel at customer service.

Entries were judged according to customer feedback and satisfaction; website customer experience; online contact; the content, layout, information and clarity of the quotation package; the knowledge, professionalism and helpfulness of staff; and the company's commitment to quality and high standards. Independent judges scored entrants through a range of activities including mystery shopping and interviews with previous customers.

## Driving licence access code now valid for 21 days

The DVLA has announced that the access code issued to drivers under the new online licence checking system, View Driving Licence, will now be valid for 21 days rather than 72 hours.

Under the new scheme - which came into effect when the paper counterpart was abolished in June - drivers must go online to request an access code to allow an employer or vehicle hire company to check their entitlement to drive. Ian Gallagher from the Freight Transport Association (FTA), which had expressed concerns about the new scheme said, "Common sense has prevailed and DVLA has listened to what we have been saying about the new online system not being fit for purpose. Allowing employers longer to use the code before it expires is a sensible move. However we still believe more changes are needed to make the system efficient and effective, such as the ability to check

non-GB licences online instead of via an office-hours-only phone line. Bulk checking of licences is also an issue that needs to be reviewed."

FTA entered into prolonged dialogue with DVLA prior to the system being launched in the hope that employers would easily be able to check licences in bulk. Many are now paying specialist agencies because of the added time and resources required to check each one separately themselves.

Ian Gallagher continued, "The scheme was part of the government's Red Tape Challenge to reduce legislative burden, but for employers with hundreds or even thousands of drivers it's a cumbersome and time-consuming process which does the exact opposite."

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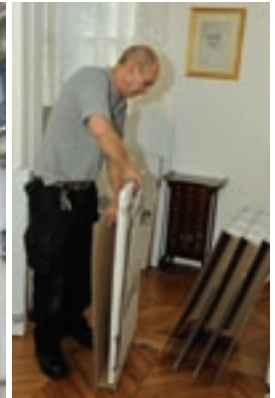
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**PROFILE: GROSPIRON INTERNATIONAL**



# Grospiron International - 25 years of success

The Grospiron story began in 1840s Paris when Edouard Grospiron started a local delivery service using horse-drawn vehicles. During the next 150 years Grospiron remained a well known name in the city's removals industry, changing hands many times during its long history.

It was in 1990 that a young Jean Luc Haddad, who had been sales manager for Desbordes, bought Grospiron along with another removals company, Bedel, which was owned by the same family, and founded the present Grospiron International.

"I was 33 years old, I had two company names, two OMNI memberships, two FIDI memberships and around 200 employees," said Jean Luc. "All our work in those days was for private customers, most jobs were domestic moves and our turnover was under one million euros."

The business has changed dramatically since Jean Luc acquired it 25 years ago. Today almost all Grospiron's work is for corporate clients and international trade customers, although some domestic work is still undertaken. Despite having far fewer employees, turnover has risen more than 20-fold and now stands at around 24 million euros.

Grospiron International employs 120 people and Jean Luc says that it is the only independent international removals company in France with

offices in Paris, Lille, Nice, Marseille, Lyon and Toulouse. Two years ago Philippe Mirault was appointed general manager to handle the day-to-day running of the company. Philippe is a well-known figure in the industry having held senior positions with a number of major companies during his 25 years in the moving business.



**"I was 33 years old, I had two company names, two OMNI memberships, two FIDI memberships and around 200 employees."  
Jean Luc Haddad**

In 2014 the company opened a new representative office in Hong Kong to support Grospiron's agents and clients in the Asia Pacific region. The office is run by Franck Vidal, a French native with ten years' experience of relocation in Asia.

Grospiron is also a major player in the relocation sector having acquired

Cosmopolitan Service Unlimited in 2013, the founder of relocation services in France. The company employs 28 staff and operates from an office just off the Champs-Élysées. "We'd been working in the relocation sector for a number of years but we needed to expand," said Jean Luc. "Cosmopolitan was the biggest independent relocation company

in France and acquiring it has dramatically increased our presence in the international relocation market."

Jean Luc believes that good communications are a key element in running a successful business and has invested heavily in the company's IT systems. "We have a full-time IT

manager who looks after all our systems, a full-time quality manager and a risk and insurance manager. We self-insure all our shipments so maintaining a high standard of care is vitally important to our business," said Jean Luc.

Compliance is another area of the business that Jean Luc takes very seriously. Currently Grospiron is the only company in France to hold ISO 14001, 9001, and 27001 for its removals services. The company has also signed the French Diversity Charter, a commitment to ban discrimination in the workplace, and is also a member of the United Nations Global Compact, which aims to promote human rights, protect the environment and prevent corruption, along with many other societal goals.

This year marks the 25th anniversary of Jean Luc's stewardship of Grospiron and the occasion will not pass unnoticed. A special anniversary party is planned in December to celebrate the company's achievements during the past 25 years and mark the beginning of the next chapter in its continuing success.





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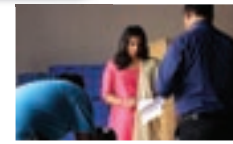
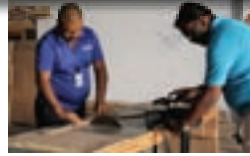
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**NEWS: INTERNATIONAL**



● Far left: Aakanksha Bhargava during recording of the show and (inset), as she appeared on screen, with images showing behind the scenes during the filming of *Young Turks*.

## PMR is first moving 'Young Turk'

PM Relocations, the PAIMA member in New Delhi, was recently featured on CNBC-TV18 on one of the channel's longest running shows: *Young Turks*.

The programme puts the spotlight on young entrepreneurs poised to be tomorrow's leaders. The show traces their journey from who they were to who they have become. Over the last 12 years this

award-winning show has put the spotlight on the achievements of over 1,500 young, dynamic men and women who have, it seems, achieved the impossible.

On Saturday, 9 May 2015, the show featured Ms Aakanksha Bhargava,

CEO and President of PMR. It was the first time a relocation company in India had been featured on the show. The company said that the moving industry in India is still relatively new and it took part in the show to try to change the perception

people have about the industry in India and help people associate moving with stress-free relocations.

"At PMR, we have taken it upon ourselves to showcase our industry as an organised sector that not only packs and moves household goods, but believes in customising and assisting our customers with all their relocation and settling-in related requirements," said Aakanksha.

The show is now available on YouTube so everyone can join in PMR's success story. Go to [www.youtube.com/watch?v=brH9jtFZtSk](http://www.youtube.com/watch?v=brH9jtFZtSk).

## Moving industry nominations for US EMMAs

The moving industry is well represented as always in the US EMMAs that will be awarded this month in California.

Graebel has been named as a finalist in four categories for the fourth year running: Relocation Management Company of the Year; International Moving Company of the Year; Thought Leadership – Best Survey or Research Study of the Year; and Ron Dunlap from the company is up for the Global Mobility Professional of the Year award.

AIReS, is named in five categories: the Thought

Leadership category; the Most Innovative use of Technology; Relocation Management Company of the Year; Joleen Lauffer is up for the Global Mobility Professional of the Year and Kyle McAllister has been nominated as one of the industry's Rising Stars.

EMS in London has been nominated for both DSP and RMC of the Year.

Santa Fe Relocation Services (SFG) has been

nominated for the Best Vendor Partnership award with HSBC Bank USA, NA.

Other notable industry nominations include: Atlas International, Allied International, The Suddath Companies, Paramount Transportation Systems, Unigroup, Dwellworks, King & Mayr GmbH and Weinman International.

The EMMAs (Expatriate Management and Mobility Awards (American Region)) are organised by The Forum for Expatriate Management (FEM), a leading worldwide global mobility membership organisation that provides industry professionals with trending and technical information and networking opportunities. The EMMAs are recognised as the global mobility industry's premier awards.

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## Introduction of the new Belgian toll system

Belgium is to introduce a satellite-based toll system on 1 April, 2016.

The new system will include the existing Belgian Eurovignette road network (motorways and national roads in the Flanders, Wallonia and Brussels regions) and supersede the current time-based Eurovignette system.

The registration phase for the new toll in Belgium starts on 1 October, 2015 and will apply to all vehicles over 3.5 tonnes permissible total weight, and to Belgian and foreign trucks alike. The level of the toll will depend on the permissible total weight, the Euro class of the truck and the road category.

In the last two decades most European countries have introduced electronic road toll systems. But these road toll systems were, and generally still are, non-interoperable. This implies that the cabins of international transporters need to be decorated with a myriad of electronic tags and on-board units. European service providers offer solution packages that relieve international transportation companies from burdens related to the many different, non-interoperable road toll systems. Their services combine payment systems of multiple road toll systems into one box, include online toll calculators and provide solutions for centralised, monthly invoicing of paid road tolls, usually combined

with payments of additional services such as ferries, fuel and VAT refund processes: services that ensure continuity and save costs.

The use of an On-Board Unit (OBU), such as those supplied by DKV Euro Service, is one of the big advantages of this kind of automated toll system. With an OBU, transport and logistic companies can save time en route, save costs on administrative tasks and receive all payments in one invoice.

From the start of the registration phase for the new Belgian toll system (October 1, 2015), DKV Euro Service is joining with UNICEF Netherlands to help create awareness for the organisation's project in Mozambique called "A battle against malnourishment, a battle against infant mortality". More information on this can be found on the DKV website: [www.dkv-euroservice.com](http://www.dkv-euroservice.com).



● DKV Euro Service supply On-Board Units.

## The European Connection

Tony Richman



### EU data protection regulation – what and when to expect

The European Commission plans to unify data protection within the European Union (EU) General Data Protection Regulation (GDPR). The GDPR will supersede existing 1990s regulations, prompting fundamental changes to how organisations must process personal data. A final version should be agreed by the end of 2015.

The new regulation will apply to all organisations and people based in the EU and unlike the existing directive, will also apply to organisations outside of the EU that provide goods or services to, or process the personal data of EU residents. Currently, businesses operating across the EU can be forced to answer to data protection authorities in each EU country leading to multiple investigations on the same issue and potentially different enforcement actions. The reform proposes cases are handled by a single regulator based in the EU country where the business has its main establishment.

Data protection must be built into the design of business processes for products and services during development. By default, privacy settings for processes should be restricted. Independent Data Protection Officers (DPOs) may be required depending on the organisation or magnitude of personal data processing. Criteria have yet to be agreed, or whether DPOs will be mandated by the GDPR.

For data to be collected and processed, explicit consent must be obtained. The right to withdraw consent must also be communicated. Companies will have an obligation to report breaches to Supervisory Authorities and affected

individuals without undue delay. There will be significantly greater sanctions for non-compliance, including maximum fines of €1m or 2% of annual worldwide turnover, whichever is greater.

Data subjects will have to have the right to request the erasure of their personal data. They may also request personal data in a format that can be easily transmitted electronically to another processing system.

#### When are the changes expected?

Trilogue meetings (Commission, Council and Parliament) will be held to negotiate key differences. Subject to a three-way agreement, the GDPR is expected to be published in December 2015 thereafter coming into force after a two year transition period and replacing present legislation. As a regulation (not a directive) it will have an immediate effect on all EU Member States without further national legislation.

#### What does this mean for you?

A number of substantial changes to business processes will be required. It will be necessary to increase governance requirements particularly regarding security arrangements; change the business culture, e.g. embedding a culture of 'privacy by design'; costs will increase to implement new processes and controls and potentially the cost of employing an independent DPO; companies will suffer financial risks from potentially substantial non-compliance fines; and companies will need to perform internal audits identifying risk exposures and providing assurance to Audit Committee's that these have been mitigated through effective controls.



## German minimum wage: remember to register your drive in Germany

If you are travelling to Germany you are required by German law to pay all staff a minimum wage of at least €8.50/hour. You must register your journey with the German authorities in Cologne, including a new requirement to declare your expected number of trips to Germany.

The declaration form can be downloaded from: <http://ow.ly/PAzZh>. You must use form 033037 (mobile); or form 033038

(mobile) if you use temporary staff. The form must be filed with Bundesfinanzdirektion West in Cologne by fax on +49 221 964 870.

Germany implemented the Act on 1 January, 2015. It applies to all industries so includes truck drivers and crew members. The Act applies to any journey that takes place to, from or in Germany but does not apply to transit journeys.



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## TRANSPORT: DRIVERLESS TRUCKS



# The five driving forces behind driverless trucks

The introduction of driverless vehicles may be nothing more than science fiction in some people's minds, but the reality is technology giants across the globe, such as Google, are investing heavily in developing the concept which shows it is closer to reality than people think. By Richard Newbold.

**D**aimler, one of the world's largest manufacturers of trucks, recently demonstrated a prototype truck which drove autonomously on an autobahn in Germany. This truck successfully navigated a junction in real driving conditions. This demonstration showed us just how real the technology is. Daimler demonstrated the truck as part of its 'Future Truck 2025' strategy. Trucks will be equipped with their 'Highway Pilot' assistance system which allows them to navigate successfully at speeds up to 85kph.

The introduction of driverless trucks could be the biggest change the road

haulage industry will ever see. With that in mind we look at the driving force behind driverless trucks.

### Costs

Throughout Europe it is estimated that around 45% of the total cost for road haulage operators is attributed to the driver. By eventually removing the driver it would obviously then have a huge impact on road haulage costs, margins and profits. There is no indication that this technology will 'replace' existing drivers in the future, the technology will be there as an aid to the driver and help free up time for them to work on other duties to maximize their time.

### Driver shortage

Another reason behind introducing driverless trucks is the driver shortage crisis. People seem more unwilling to commit to a career as a HGV driver due to many reasons including the long hours away from home, the relatively low pay, the poor image of the industry and the working conditions. This will soon translate in to higher costs for haulage operators and their clients. By removing most of the stress from driving by leaving the important decisions to a computer, the working conditions should become much more attractive. There could also be the opportunity for the driver role to

change into a more enhanced role by adding transport management duties that could be completed during the time periods the computer is in control.

### Safety

Public perception will demand absolute reliability with this new technology. It will need to be proven before any driverless vehicle is allowed on the motorways. Any operation involving driverless vehicles on public roads will need to be part of a much larger system, a system that perhaps is not quite a reality as of yet.

### Congestion

One of the leading reasons for the heavy investment in to this technology is the potential increase in transport efficiency. With road congestion predicted to continue to rise in the near future there is a real need to break the link between economic growth and road transport.



● The Daimler driverless truck, left, and the cab interior, below.



German authorities have predicted that truck transport volume will increase by 39% by 2030 unless something is done to stop it. The construction of new roads is very unpopular with environmentalists and many countries in Europe just do not have the funds available to pay for that kind of extra road infrastructure. Major road networks in Europe have hardly grown in the last ten years and that's why it becomes essential to use existing road capacity more efficiently and driverless vehicles can help to achieve this goal.

**The technology**

There have been major developments with technology in terms of assisting the driver. Daimler's 'Proximity Control Assist' will adapt the speed of the vehicle depending on the traffic situation through an integral cruise control and braking system. Three-dimensional maps already exist for a 'Predictive Powertrain

Control' system and telematics products for vehicle and transport management for the driver and operator have already been rolled out.

Vehicle manufacturers believe that the driver will still be essential to the driving process in the next ten years. The technology will be there to assist the driver rather than take their job.

**Richard Newbold**

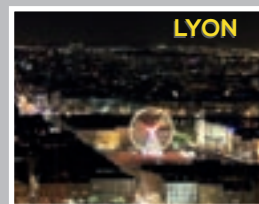
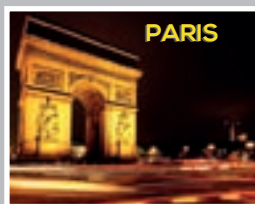
Richard Newbold is the founder of [returnloads.net](http://returnloads.net) and [www.aaa-transport.co.uk](http://www.aaa-transport.co.uk) and has spent thirty years in the transport and logistics industry. Returnloads.net is an online freight exchange that helps companies find return loads for their return journeys. The site has around 90,000 loads added every month and close to 2,000 members. Subscriptions start from £29.95/month.



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## THE MOVERS & STORERS SHOW 2015: INTRODUCTION

# The Movers & Storers Show 2015 Exhibition Guide

**Silverstone Circuit, Northamptonshire NN12 8TN**  
**Tuesday 15 and Wednesday 16 September**

### A word from the organisers

Just in case you are currently shaking your head and looking at your calendar, no, you're not imagining things – the show is a whole month earlier this year. Our usual October dates were snaffled by another removals event, so we'll be at Silverstone next week on Tuesday 15 and Wednesday 16 September. The kids will be back at school by then, and so hopefully things at work will have calmed down enough for you to sneak off and have a brilliant day out at the home of the British Grand Prix.

We're back at Silverstone for a third consecutive year, as no other venue has come close to it for visitor satisfaction. The Truck Show in the Paddock, vehicle displays in the Pit Lane Garages, a fantastic central location close to the M1 and M40, stacks of free parking and the chance to see fast cars driving round the track each day – what's not to love?

Added to which, to mark our third year at the venue our friends at Silverstone are offering 15% off all of their driving experiences to people attending the show. Simply ask for the discount code when you pick up your badge. All of this fun adds to the social feeling of The Movers & Storers Show. It simply isn't quite like any other trade show, and quite right too – yours is a tight-knit industry full of wonderful people who help each other out on a regular basis, and your trade show should reflect that feeling of closeness and camaraderie. That's why this year we're opening up our evening

event on Tuesday, 15 September to show visitors – giving you a chance to continue your conversations, let your hair down, and do some more informal networking over dinner. Give us a call on 02392 736539 ASAP if you would like to book a ticket.

Of course, we have some amazing features lined up this year as well, ranging from a social media and website clinic, to the ever popular Packer of the Year contest, to some of the best speakers we have ever booked – just turn the page for more information.

And as long as you register in advance, it's all free.

It's free because of the support we receive from the exhibitors and sponsors, who are 100% committed to serving your industry, and are all leaders in their fields. We're really grateful to all of them, and to all of you for coming along and making this the best day out in the industry. See you there.



**Contact details:**

The Movers & Storers Show 2015 is sponsored by:





## What's on at the Show?

We had a fantastic show last year, and we'll be building on that success this year with a completely new feature - the TwentyCi Web & Social Media Clinic offering free advice and support. We're also expanding our party night on Tuesday 15, which is always a great event, so book your tickets now if you want to come along!

As per last year, all the competitions are scheduled for Wednesday 16, so if you want to mix business with pleasure, that's the day to attend. The atmosphere on Tuesday will be a little calmer and more business focussed.

The event is open from 09:30 – 17:00 on Tuesday, and from 09:30 – 16:00 on Wednesday.

### The Exhibition

Once again this year we have increased the number of large-scale exhibits (trucks, forklifts, containers, etc.) on show in the Pit Lane Garages, and hopefully we'll get some nice warm September weather which will make it a pleasure to explore. Upstairs in Hall 1 we'll have a diverse range of exhibition stands showcasing a variety of industry-specific products and services. As well as checking out what's new and meeting some fantastic suppliers, this is your opportunity to enter the competitions that many of our exhibitors run on their stands – you could come away with some amazing freebies.

### The Basil Fry & Co Learning Zone

Our free seminar theatre is back on the mezzanine level overlooking the main exhibition hall, and this year it is kindly sponsored by Basil Fry & Co. Our programme is still being finalised as we like to put in as many up-to-date topical presentations as possible, but we know it will include sessions from digital marketing expert James Dearsley, a session on the legalities of self storage, a presentation on how to publicise your company for free by *The Mover's* own Steve Jordan, and a talk by Ashley Boroda about winning pitches. Several sessions were standing room only last year, so make sure you get a seat early.

### The Movers & Storers Truck Show – sponsored by Matthew James (Wednesday only)

Now, this is one for you petrol heads. This competition is your chance to show off any vehicle in your fleet that makes you proud – from a vintage van to a pantechinon. Entries will be displayed in the parking area immediately opposite the Pit Lane Garages on Wednesday, and judging will be overseen by Matt De-Machen from Matthew James Removals – last year's winner. There will be cash prizes and trophies available in several categories, plus a great PR opportunity for the winners. You can find more information on our show website, along with the competition entry form.

### The Simpson Packaging Packer of the Year Contest (Wednesday only)

We are pleased to announce the return of this extremely popular competition, which will once again be sponsored by Simpson Packaging. This year, the competition will be devised and run by Britannia Reeves who have worked extremely hard to produce a great challenge for you. It is completely free to enter the contest, but due to high demand we suggest that you pre-register – for the last two years running we have been fully booked with people wanting to have a go. The winners will receive a crystal trophy, a £100 cash prize and a £100 voucher to spend at Simpson Packaging as well as bragging rights for twelve months.

### The Movers & Storers Show Party Night

Previously known as the Exhibitors' Party, this year we're expanding our Tuesday night shindig and offering tickets to anyone attending the show. Those who have managed to get an invite in the past will already know that this is a fab night out – a relaxed and sociable business event, with great food and drink, entertainment, and usually one or two surprises! Tickets cost £60 per person (which includes a donation to Macmillan) and need to be booked in advance – see the bottom of the page for contact details.

### The TwentyCi Web & Social Media Clinic

Are you mystified by Instagram? Are you missing the point of Twitter? Maybe your website needs a refresh and you don't know where to start? Well don't panic – just book an appointment with our expert advisers at this year's new feature – the Website & Social Media Clinic sponsored by TwentyCi. We can set up your social media accounts for you, advise on how to maximise your online presence, and offer tips and solutions to help you get the most from your website – all completely free!

### The Manage My Moves Café & Networking Lounge

As always, the Networking Lounge is at the heart of the show in Hall 1, and this year it is sponsored by new exhibitor Manage My Moves. It's a great space where you can grab a coffee, take the weight off your feet, chat to your colleagues and enjoy great views of the on-track racing action.



Telephone: 02392 736539 Email: [info@themoversandstorersshow.co.uk](mailto:info@themoversandstorersshow.co.uk) #MoverStorerShow

**TheMover**

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with customer intelligence

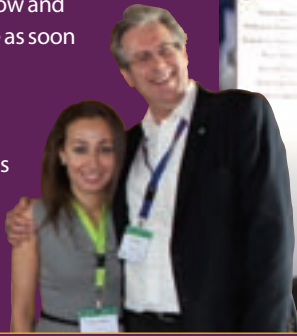


THE MOVERS & STORERS SHOW 2015: EXHIBITOR INFORMATION

# Exhibitor Information

At the time of going to print, the floor plan and full exhibitor list was still being finalised. These will be handed out at the show and posted on the show website as soon as possible.

In the meantime, these are some of the great companies you can meet at the event.



## Active Supply & Design (CDM) Ltd

The long-term presence of Active in the self-storage industry has placed them as the market's leading provider of self storage solutions. The company's philosophy of concept to completion; based around design expertise, attention to detail and effective contract management, make them the perfect construction partner for projects large and small whether you are a new entrant to the industry or an established operator. Active successfully work with many removal companies across the UK by integrating self storage to work in tandem with their current removals businesses, allowing removers to benefit from the high demand for self storage.

**T:** 01270 215200

**E:** Richard@askactive.com

**W:** www.askactive.com



## Administer Software Limited

Administer Software Limited provides office software (IT) that enables removals and storage companies to successfully manage their business, improve customer service, and improve efficiency and profitability. The products are fully integrated and have been designed to address the specific needs of the removals and storage industry in the UK and with the understanding that no two movers are the same.

**T:** 0845 430 8901/02

**E:** colin.wynn@administersoftware.co.uk

**W:** www.softwareformoving.com



## A Haywood & Sons Ltd

STAND  
**E2**

Haywood are wholesale suppliers of packaging materials, work wear clothing and protective covers. We have been suppliers to the removals trade for over 90 years and have built a name for quality products and competitive pricing. Visit our stand and see a selection of our popular products most of which can be delivered next working day.

**T:** 0800 074 4101 / 0113 230 450

**E:** - sales@haywoodsltd.co.uk

**W:** www.haywoodsltd.co.uk



## The Alliance of Independent Movers

The Alliance of Independent Movers is the trade association designed with the modern removals company in mind. As well as marketing directly to the public, AIM offers its members support and advice to help them grow their businesses. AIM launched at the 2013 show, and is looking forward to another year of assisting its growing number of members.

**T:** 0208 892 0369

**E:** scott@aimovers.org.uk

**W:** www.aimovers.org.uk



## Allports Group

Established in 1959, the Allports Group has a tradition of serving commercial vehicle operators throughout the United Kingdom with products and services. During our 56 years the Allports Group have developed successful operations in key business areas, including Authorised Distributors for Renault Trucks, Allports Rental and Contract Hire specialists, Bodywork Repair and Paint Centre, and more recently Deker Trailers.

**T:** 01543 420120

**E:** enquiries@allportsgroup.co.uk

**W:** www.allportsgroup.co.uk



## Anglo Pacific World Movers

Anglo Pacific offer frequent sailings on all routes to major destinations worldwide. With depots in London, Manchester and Glasgow we offer a competitive groupage solution wherever you are located. We'll arrange shipment on the vessel promised and nominate reliable FIDI agents at destination. We understand your business and will ensure that your goods are handled professionally from start to finish.

**T:** 0800 085 4105 or 020 8838 8078

**E:** trade@anglo-pacific.co.uk

**W:** www.anglo-pacific.co.uk



## THE MOVERS &amp; STORERS SHOW 2015: EXHIBITOR INFORMATION

**The BAR**

We are delighted to be attending the show this year and see real potential for attracting new applications for The Federation of Removers (FOR). We recognise that as the only properly constituted Trade Association for our industry, we have a duty of care to Members and clients alike to exert our influence over the wider industry to continuously improve on service delivery and customer care and see our attendance at the show as an opportunity to do exactly that.

**T:** Ian Studd, BAR Director General - 01923 699480

**E:** commercial@bar.co.uk

**W:** www.bar.co.uk

**Basil Fry & Company Ltd**STAND  
**G1**

Basil Fry & Company Limited is the recognised leading provider of removal, storage and self storage insurance products with over 1,500 clients nationwide. As members of both the BAR and SSA we have exclusive schemes that allow you to maximise revenue as well as providing you with the widest cover in the market place. These policies, partnered with specialist advice from our dedicated account handlers, make Basil Fry the perfect business partner.

**T:** 01372 385985

**E:** broking@basilfry.co.uk

**W:** www.basilfry.co.uk

**Britwrap Reusable Mattress Bags**STAND  
**I1**

Britwrap mattress bags protect, prevent damage and save money! This unique, patented product is the most hard-wearing solution on the market and can be reused up to 70 times. Made from extra thick, PP material with velcro closures and strong reinforced handles which make difficult-to-lift mattresses much easier to manoeuvre. Perfect for removals and storage, they are quick and easy to use and once inside the cover, mattresses will be protected from damage, dirt, moisture and odours.

**T:** 0151 934 1250

**E:** info@weirbags.co.uk

**W:** www.britwrap.com

**BAR Services**

BAR Services supply all packaging and moving materials for the moving and self store industry and was founded in 1977 as a subsidiary and commercial arm of the BAR. We pride ourselves on offering a professional and efficient service and are renowned for supplying quality products at competitive prices. To discuss your packaging need please contact us on 01342 870087.

**T:** 01342 870087

**E:** miranda@barservices.co.uk

**W:** www.barservices.co.uk

**Bespoke Bodies Ltd**

We design and build quality removal truck bodies. Only Bespoke Bodies guarantee to save you money and make your life easier. Challenge us at the show!

**T:** John - 01925 850 722

**E:** Enquiries@bespokebodies.com

**W:** www.bespokebodies.com

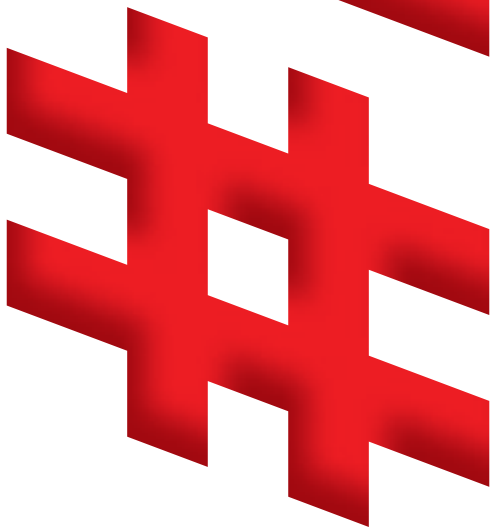
**DKV Euro Service**STAND  
**G2**

Are you looking for the optimal all-in-one solution for fuel, toll, refund and excise recovery as well as advanced online tools? Not just for Europe but also for the UK? DKV Euro Service offers you all you need for effective fleet management. Come and see us at our stand for tailor-made advice. You drive, we care!

**T:** Valerie Bamping - 07739 774111

**E:** Valerie.Bamping@dkv-euroservice.com







# The number one alternative for ALL your trade requirements

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**#SeamlessGlobalExperience** – 3,150 professionals working for Santa Fe.  
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Call **0208 166 5017** or email **[trade@santaferele.com](mailto:trade@santaferele.com)**

## THE MOVERS &amp; STORERS SHOW 2015: EXHIBITOR INFORMATION

**Currencies Direct Ltd**

Currencies Direct has been partnering with removal companies since 1996, helping their customers make huge savings on their overseas money transfers. Find out how you can generate a significant additional income stream with minimal effort, whilst your staff benefit from some fantastic incentives. If your business has any involvement in deep sea or European moves please come and talk to us.

**T:** Rob James, Account Manager - 0207 847 9400

**E:** robert.j@currenciesdirect.com

**Flame Recruit Ltd**STAND  
**G3**

Flame Recruit Limited are a specialist recruitment consultancy that deal with finding experienced removals professionals for the industry.

**T:** Ray Inskip – 01621 874999

**E:** ray@flamerecruit.co.uk

**W:** www.flamerecruit.co.uk

**Gauntlet Relocation Insurance Brokers**

Gauntlet Relocation Insurance Brokers are independent brokers based in Sussex. Managing partner Graham Puddephatt has worked within the removals and fine arts insurance market since 1996. We are very proud to be attending this year's show and look forward to meeting old friends and new contacts. We will have various underwriters on stand to discuss any issues directly.

**T:** 01825 890983

**E:** grahampuddephatt@gauntletgroup.com

**Janus International**

Janus International is the global leader for self storage solutions. Our innovative and durable product range has been used to build over four million self storage units around the world. Working with the world's leading self storage brands we have the skills to assist with any self storage project. Janus International is the company to trust with your self storage project.

**T:** Graham Lomax - 0191 518 5830

**E:** sales@janusintl.co.uk

**W:** www.janusintl.co.uk

**Jungheinrich UK Ltd**

Jungheinrich UK Ltd is the British subsidiary of the world's third largest suppliers of logistics solutions. Over the past 50 years, the company has evolved from a manufacturer of handling equipment to a logistics service provider offering supply chain management solutions covering everything from hand pallet trucks, fully automated warehousing systems and quality market leading refurbished forklift trucks.

**T:** Louise Turton – 01908 363184

**E:** louise.turton@jungheinrich.co.uk

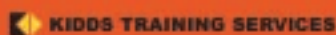
**Kidds Services: Removals, Storage & Shipping**

Removals, storage and shipping as well as training services. Contact Philip Kidd on user@kidds.co.uk.

**T:** 0800 252220 or 01964 537000

**E:** user@kidds.co.uk

**W:** www.kidds.co.uk

**Mac's Truck Sales Ltd**

We have built and supplied furniture vehicles to the removal industry for over 35 years. We are at the forefront of the latest innovation in this market, despite the many changes the industry has faced. Please visit our website www.macstrucks.co.uk.

**T:** 01422 311999

**E:** martin@macstrucks.co.uk

**W:** www.macstrucks.co.uk

**Manage My Moves**

- Maximise every lead
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- Built by removers for removers
- Tailored for you

We know the industry inside out and can help with every aspect. Our team has helped dozens of clients achieve their goals and continue to enhance the system to help many more. For a free demonstration call 0800 533 5136.

**T:** 0800 533 5136.



## THE MOVERS &amp; STORERS SHOW 2015: EXHIBITOR INFORMATION

**Move Assured**

Move Assured is an organisation that specialises in promoting professional, independent removal companies. Members of Move Assured have been checked and accredited & are constantly monitored via their feedback. Consumers can have added confidence in the choice of removal companies knowing they are part of a professional trade body.

**T:** 07594 161 59

**E:** info@moveassured.com

**W:** www.moveassured.com

**Mr Box Ltd**STAND  
**D1**

Mr Box specialise in supplying containers for the self store industry. We are members of the Self Storage Association and supply containers to over 50 existing self store clients throughout the UK. With a network of depots and vehicles throughout the UK, we are able to deliver containers direct to your location and offload and position them. Containers are available for purchase or hire.

**T:** 0800 783 9885 or 01473 833775

**E:** sales@mrbox.co.uk

**W:** www.mrbox.co.uk

**Moveman Pro**

The MoveMan Pro suite of products provides removal office software solutions suitable for companies ranging from one user to multi-branch companies. MoveMan is designed to save you time and money through reducing administration and repetitive tasks, whilst increasing your professionalism. Unique features such as drag and drop, web data imports, mobile survey solutions can all help streamline your business.

**T:** Chris Elson - 0845 543 8451

**E:** sales@movemanpro.com

**W:** www.movemanpro.com

**Next Level The Removers Consultants**STAND  
**E3**

Established 2015 by Mark Ratcliffe and Andy Pearson to help the small to medium-sized remover Move Up to the Next Level. With over 60 years' experience in the industry the duo are well placed to help other movers avoid the pitfalls, increase profitability and save money. Services include advice on: operators' licencing, warehouse planning, new concepts in furniture moving, training, vehicle selection and much more.

**T:** Mark Ratcliffe -

01323 644207/07437 414589

Andy Pearson - 07879 653721

**W:** www.nextlevelremovers.co.uk

**Nationwide Transport Breakdown Services Ltd**STAND  
**I1**

NTBS operate a PAY ON USE breakdown service with coverage throughout the UK and Europe. Operating from our own 24-hour bespoke control centre in Denton, Manchester which is manned by helpful, professional and knowledgeable staff who provide support to any type, age of vehicle, plus all ancillary equipment when in need of urgent roadside assistance, at competitive rates.

**T:** Stuart - 0161 336 8752

**E:** stuart@ntbs.co.uk

**W:** www.ntbs.co.uk

**Penn Elcom Ltd**

Penn Elcom Ltd is a long established manufacturer of hardware suitable for crating and palletised cargo. We exhibit a complete range of locks, handles and castors. Of particular interest to visitors will be our 'Klimp' fasteners designed to secure crates in transit, allowing quick access and speedy storage. Additionally our air dampened Pallet Cushions easily attached to pallets and crates for shock vibration protection are shown.

**T:** Graham McGrath - 07730 498626

**E:** graham.m@penn-elcom.com

**W:** www.penn-elcom.com



## THE MOVERS &amp; STORERS SHOW 2015: EXHIBITOR INFORMATION

**PHS Teacrate**

PHS Teacrate is a leading crate rental company moving over 20 million crates every year in the UK, offering the largest selection of plastic crate products available on the market. Our crates, handling equipment and packaging products are suitable for removals and storage. With rental and outright purchase options, complimentary custom logo branding and over 20 years of experience, we're able to offer a versatile and reliable service for a range of industry sectors.

**T:** Michael Dalaimo - 07958 766856

**E:** michaeldalaimo@phs.co.uk

**Pound Gates**

We are an insurance broking and risk management organisation delivering amazing outcomes for our clients. We look beyond pure insurance, delivering certainty through a commitment to understanding your business and using our expertise to provide tailored risk solutions.

**T:** 01473 346046

**E:** info@poundgates.com

**PPS Crate Hire**

PPS Crate Hire provides the best solution for office and commercial moves with the rental of plastic removal crates and handling equipment across the industry. Offering competitive weekly rental rates, excellent customer service and efficient delivery and collections, PPS are here to help your move run smoothly. You can visit [www.ppscratehire.co.uk](http://www.ppscratehire.co.uk) for more information or call 01283 821 502.

**T:** Lucy Allsebrook - 01283 821 502/

07960 042 719

**E:** lucy@ppsequipment.co.uk

**W:** www.ppscratehire.co.uk

**Quickfit Container Accessories**

We offer a wide range of shipping container accessories and modification parts for retail and wholesale. This includes windows, doors, vents, lockboxes and stacking pins, all designed for fast and easy installation. We also have our newly available Extra Strong Shipping Container Shelf Brackets idea for organising your container or renting to your customers!

**T:** 0207 1188 373

**E:** sales@quickfitcontaineraccessories.co.uk

**W:** www.quickfitcontaineraccessories.co.uk

**Reason Global Insurance Ltd**

STAND  
CENTRE  
1

Reason Global are the only Lloyds of London broker dedicated solely to the moving and self storage industries. We offer extremely competitive rates and a wealth of experience to ensure you are fully covered with expert advice should a claim arise. If you would like advice on your insurance requirements, please visit us at Centre 1 and come to have a try of our F1 style simulator to win a prize and help us support our company charity, Macmillan Cancer Support.

**T:** Malcolm Pearson - 01273 739961  
07789 486919

**E:** enquiries@reason-global.com

**W:** www.reason-global.com

**Reallymoving.com**

Reallymoving.com is the UK's leading website for home moving services. Thousands of movers use our website to get quotes for removals, surveys and conveyancing each month. Removals firms can receive leads for moves in their local area for 1 and 2 bed moves or 3+ bed moves. Free trials available, free Ombudsman and free feedback system.

**T:** 01727 238010

**E:** Sam@reallymoving.com

**W:** www.reallymoving.com

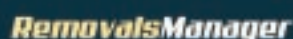
**Removals Manager Ltd**

Removals Manager is an intuitive online software platform for running your removal and storage company wherever you are, compatible with tablets, smartphones, on 3G, 4G and Wi-Fi. You can do surveys, quotes, chase jobs and send multiple documents to clients. Removals Manager will also manage your containerised storage. Streamlining the way you work in the industry and importantly saving you time.

**T:** Olly Sampson - 07872 551744

**E:** olly@removalsmanager.com

**W:** www.removalsmanger.com

**SBR Specialist Coachbuilders**

SBR Specialist Coachbuilders is a family run business, specialising in high quality removal van bodywork and cab top sleeper pods. We also carry out chassis modifications, body refurbishments and paintwork.

**T:** Chris Seville - 01772 785966

**E:** info@sbr-msv.com

**W:** www.sbr-msv.com





## THE MOVERS &amp; STORERS SHOW 2015: EXHIBITOR INFORMATION

**Simply Shredding Ltd**

Simply Shredding Ltd is comprised of a network of independent shredding companies throughout the UK. Over the past three years the group has grown to over 50 branches and is now the largest shredding collective in the country. The purpose of attending the Movers & Storers Show is to meet with existing member branches and to offer an exciting business opportunity as a bolt-on to people's existing business, for a very small annual fee.

**T:** Andy Dickerson - 01482 330791

**E:** info@simply-shredding.co.uk

**W:** www.simply-shredding.co.uk

**Simpson Packaging Group**STAND  
**C4**

Simpson Packaging is the UK's leading supplier of packaging materials, handling equipment, and work wear to the removals and storage industries. Our group company Dependable Packaging is the UK's leading manufacturer of paper blankets and covers.

**T:** 01924 869010

**E:** sales@simpson-packaging.co.uk

**W:** www.simpson-packaging.co.uk

**StorMan Self Storage Software**

Looking to get into self storage? Perhaps you'd like to better manage your existing facility? Come along and see what our award-winning self storage management software can do for you. StorMan is designed for facilities of all sizes and integrates with your website, popular access control systems, payment providers (CardSave and GoCardless) and much more.

**T:** Chris - +44 800 228 9784

**E:** sales@storman.com

**The Mover Magazine**

*The Mover* is the independent magazine for the global moving industry. It's distributed free to the UK moving industry, by e-mail to a further 7,000 industry professionals overseas and can be read online at www.themover.co.uk. If you're in the moving industry *The Mover* is essential reading; if you're a supplier, it's the place to advertise your products and services.

**T:** Steve Jordan - 01908 695500

**E:** editor@themover.co.uk

**W:** www.themover.co.uk

**Toyota Material Handling UK**

Toyota Material Handling offers a single contact for all your materials handling need with products and services to be a strong business partner. Toyota offers new and used trucks, short-term hire, operator training, parts and service support. Products include: counterbalance forklifts, hand pallet trucks and powered warehouse trucks.

**T:** 0370 850 1409

**E:** we.deliver@uk.toyota-industries.eu

**W:** www.toyota-forklifts.co.uk

**Twenty Ci Ltd**

Owners of moveme.com, TwentyCi are specialist providers of new business leads, known as our MoverAlerts, to the removals and storage industry. We hold the most accurate and comprehensive file of homemover data in the UK, capturing 99.4% of the market. Our services range from straightforward targeted lead provision through to full campaign management including postcard design, content advice and fulfilment.

**T:** Matt Hawkins - 01908 829300

**E:** data@twentyci.co.uk

**W:** www.twentyci.co.uk

**Unique Van Bodies**

We are an established commercial vehicle bodybuilder offering all types of vehicle bodywork, including new vehicles, rebuild and accident repairs. We build long-term relationships with our customers whilst providing exceptional bodywork exceeding expectations. Our commitment to innovation and advanced technology makes us an industry leader – to find out more please visit our vehicle exhibition at the show.

**T:** 01925 846464

**E:** info@uniquevanbodies.com

**W:** www.uniquevanbodies.com

**Wanna Limited**

Wanna specialises in packaging solutions for the removals and storage industry. We hold huge stocks of standard modular removal boxes, e.g. pack 1, 2, 3, 6 and wardrobe boxes. Whether your order is large or small we can deliver next day using our own fleet. We are also bespoke cardboard box makers, printed or plain to your specification.

**T:** 0800 32888 34

**W:** www.wannapack.co.uk



**NEWS: ON THE ROAD**

## DSV expands to Poland

DSV, the world's fifth largest freight service provider, has recently announced it is broadening its services to and from Poland.

With the addition of Gdansk and Poznan on top of the existing routes from the company's terminals in Warsaw, Wroclaw and Łódz, DSV now offers direct services covering all the industrial areas of Poland.

DSV has been operating in Poland since 1995. Following the acquisition of Frans Maas in 2006 and merger with ABX in 2008, DSV has grown into one of the region's leading logistics services providers.

Piotr W. Krawiecki, CEO of DSV Poland Road Division, explained the rationale for the expansion: "We're experiencing growing demand for high quality groupage services from our customers. By opening up new routes to and from Poland DSV will be able to meet those demands and deliver fast and reliable groupage and part load service to accommodate our clients' high requirements."

## Got an event coming up?

Put it in the online events diary – just e-mail [nikki@themover.co.uk](mailto:nikki@themover.co.uk)



## FORS operators are 'going for gold'

Fleet Operator Recognition Scheme (FORS) is pleased to announce that there has been an increase of 129% in Gold accredited operators since the scheme was rolled out nationally earlier this year.



● FORS gold accreditation is awarded to operators that achieve exceptional performance.

FORS is a national accreditation scheme that improves fleet activity through improving safety, reducing emissions and raising industry standards.

FORS is graduated into three levels - bronze, silver and gold - and operators who achieve the FORS

Gold accreditation demonstrate exceptional performance in road safety, reducing emissions and a commitment to raising industry standards.

The scheme now has 87 Gold accredited companies meaning that over 21,700 vehicles are now accredited with the FORS Gold

standard.

Steve Agg FCILT, Chairman of the FORS Governance and Standards Advisory Group said: "We are delighted with this rapid growth in Gold accredited operators. This demonstrates the industry's commitment to raising standards. We will work with current and new organisations to ensure that more operators graduate through the scheme and that the benefits of FORS are experienced nationwide."

FORS was established as a nationwide scheme in February, giving operators throughout the UK the opportunity to show their commitment to professional standards. The uptake since the scheme became self-funded has been remarkable, demonstrating both the popularity of FORS and the demand for a single professional standard nationwide.

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Imperial Commercials Swindon	Swindon	01793 835200
Truck Technics	Leyburn	07739 651612
Abellio Twickenham	Twickenham	0207 2771804
Rossetts Aldershot	Aldershot	01252 353444
Chatfields Birtley	Birtley	0191 4921155



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**RECORD ATTEMPT: DINNER ON EVEREST**



# A moving experience on Everest

Andrew Elliman, Group Sales Director at AGS 360 Relocations, is no stranger to adventure, from climbing in the Himalayas to trekking across Iceland, Andrew has done it all. But in April 2015 while attempting to break a Guinness World Record on Everest, Andrew was to face his greatest challenge, a challenge that almost cost him his life.

**A**ndrew was part of a team of eleven businessmen led by renowned mountaineer Neil Laughton attempting to break the Guinness World Record for the highest formal dinner party and raise £100,000 for local charity Community Action Nepal (CAN). The black-tie gourmet meal was to take place on a relatively flat part of the mountain known as North Col on 27 April, more than 7,000 metres above sea level. Later four of the team, including Andrew, planned to press on and reach the summit.

After some five years of preparation and with the generous help of sponsors including AGS 360, the team set off for Everest arriving at the northern base camp on the Chinese side of the mountain in late April. Before setting off for North Col the team spent three days at base camp, about 5,500 metres altitude, to begin final preparations for the ascent. It was here that they suffered their first misfortune. Sat Bains, the two Michelin starred celebrity chef who was to cook the meal, began to feel unwell and after being

examined by the expedition doctor was diagnosed with High Altitude Pulmonary Edema (high altitude sickness) and had to be taken off the mountain. "Sat was bitterly disappointed when he realised he wouldn't make it to the dinner party," said Andrew. "We decided to do a mock-up at the base camp for him and take some pictures. As it turned out it was just as well we did."

**"I was walking with Jon Maguire our cameraman, just chatting as blokes do when there was an enormous rumbling sound and the mountain began to shudder."**

Andrew Elliman

Sat was put in a Jeep and taken to the nearest hospital which was in Kathmandu for treatment, while the rest of the team began their trek to North Col. On the second day, 25 April, disaster struck. "I

● Above, left to right: Neil Laughton, Adam Mason, Duncan Law, Adrian Bridge, Andrew Elliman, Deri Llewellyn-Lewis, Sat Bains and Keith McDonalds.

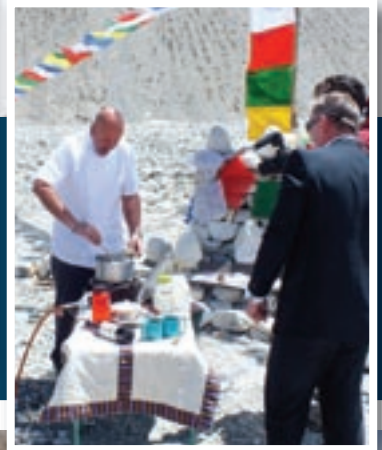
was walking with Jon Maguire our cameraman, just chatting as blokes do when there was an enormous rumbling sound and the mountain began to shudder. I bent down and grabbed the earth, I just didn't know what to do or what was happening. A moment later rocks began tumbling down all around us and the ice beneath our feet started to break up making a terrifying – CRACK! CRACK! CRACK! as an avalanche of snow and rocks grew ever closer. Then suddenly it stopped. The whole episode had taken only 40 seconds but as we were soon to discover the devastation down below in Kathmandu was catastrophic."

Four hours later at advanced base camp the awful truth began to emerge. "The head Sherpa Nima came up to me and asked if I'd felt the earthquake, confirming what I suppose I already knew," said Andrew. "Nima said there were reports that Kathmandu had been destroyed and 3,000 people had been killed. It was a very bizarre moment."

Although they were less than eight hours from North Col the team decided the dinner party was now out of the question and the attempt to break the record would have to be abandoned.

"The worst part was seeing the Sherpas going through the agony of not knowing if their families were dead or alive," said Andrew. "One by one they came into our mess tent to use the satellite phone and

## RECORD ATTEMPT: DINNER ON EVEREST



although we couldn't understand what they were saying we could see in their faces and the sadness in their eyes that the news was very bad. Nima tried several times to contact his wife without success but eventually got through. His family were safe but his house had been completely destroyed, Kathmandu had been moved three feet she said."

The team were desperately worried about their friend Sat Bains who they'd sent to the 'safety' of Kathmandu for medical treatment, what had happened to him?

**"When the crew saw our Everest T-shirts they upgraded us to first class and treated us like royalty."**  
Andrew Elliman

The following morning there was a second powerful tremor and Andrew - remembering his promise to his daughter to turn back if he got to a stage where he felt he couldn't carry on - decided to call it a day.

Slowly, accompanied by one of the Sherpas, Andrew made it back to base camp and was later joined by the rest of the team. "Hundreds of people were trying to get off the mountain and all the best options had been taken, but eventually

● Above, left to right: Nima Sherpa, Deri Llwellyn-Lewis, Adam Mason, Duncan Law, Adrian Bridge, Sat Bains, Keith McDonald, Andrew Elliman, Neil Laughton; top right: Everest summit in view; above right: Andrew Elliman standing by the mess tent; above far right: Sat Bains preparing the dinner party food at base camp; far right: the sherpas must perform a ritual before the climb can begin; below right: The team heading off for ABC.

we managed to do a deal with a Chinese minibus driver who took us to Lhasa in Tibet. It took two days of solid driving," said Andrew.

From Lhasa the team took an Air China flight to Chengdu where they boarded a British Airways flight for their trip back to London. "It was good to see the British Airways plane waiting there to take us home," said Andrew. "When the crew saw our Everest T-shirts they upgraded us to first class and treated us like royalty. It was champagne all the way and made us feel proud to be British."

Celebrity chef Sat Bains had in fact beaten them home having taken a flight out of Khatmandu on the day of the earthquake. He'd already appeared on breakfast TV to tell his remarkable story.

Even though the record attempt failed the team's goal of raising £100,000 for CAN is still on target. Andrew concluded, "I think the earthquake has focussed people's minds on Nepal and has stimulated their interest in the region. So far we've raised over £50,000 and I'm confident that with people's goodwill and generosity we'll reach our target."

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**NEWS: ON THE ROAD**

## New secure zone in Calais

British Home Secretary Theresa May has pledged to create a 'secure zone' at the French port of Calais to protect lorries heading for England from migrants trying to enter the country illegally. The announcement was made on Tuesday, 14 July.

In recent months the problem of migrants trying to gain access to the UK via Calais has been made worse by striking French ferry workers who have blocked traffic around the port and disrupted the normal flow of vehicles.

The secure waiting area will hold up to 230 vehicles, which has been estimated to be the equivalent of a 2.5 mile queue of traffic. The area will replace an existing holding area for 90 vehicles. Theresa May's office said that the French authorities would police the zone which was expected to be in operation by December.

However many will see this as an inadequate response particularly as one eye witness told *The Mover*, at the height of the disruption in July, that there were an estimated 3,500 vehicles stranded.

Richard Burnett, Chief Executive of the Road Haulage Association, said the overall cost of migrants trying to board vehicles could be as much as £1 billion per year because

many hauliers have to destroy cargo on board breached lorries. He appealed for immediate action. Owners of household goods will not be keen to take delivery of their goods knowing that they have been subjected to abuse by clandestines.



● Home Secretary Theresa May.



● The M6 features heavily in the government's smart motorway plans.

## Over £1.5 billion of investment awarded to upgrade English motorways

Highways England is to build ten new 'smart motorways' across England as part of a £1.5 billion investment.

Three of these projects will start in autumn this year: two in the Midlands – M1 junction 19 to junction 16 in Northamptonshire and the M5 Junction 4a to Junction 6 in Worcestershire, and one in the North West – M6 junction 16 to junction 19 near Stoke-on-Trent.

The smart motorway schemes, part of the £15 billion government investment Highways England is delivering between now and 2021, will see 292 extra lane miles added to motorways. The hard shoulder will be converted to a traffic lane and signing and technology will tell drivers what speed to drive at, if lanes are blocked or closed and about incidents up ahead.

Roads minister Andrew Jones said: "As part of our long-term economic plan, we are investing more than £1.5 billion over the next five years in upgrading congested sections of motorway. This means better

journeys for millions of people across the country, easier access to jobs, and stronger links between towns and cities. This is good for the economy and good for Britain."

Contractors have also been appointed for a number of future schemes:

- M6 junction 2 to junction 4 in the Midlands, expected to start work in 2017/2018;
- M4 junction 3 to junction 12 in London and Berkshire due to start work in 2016/2017;
- M1 junction 24 to junction 25 in the East Midlands and the M1 junction 13 to junction 16 in Bedfordshire and Northamptonshire are expected to start work in 2016/2017;
- M6 junction 13 to junction 15 in Staffordshire, the M20 junction 3 to junction 5 in Kent, and the M23 junction 8 to junction 10 in Surrey and West Sussex, all expected to start work 2017/2018.

## PATAS becomes London Tribunals

London Tribunals is the new name for the Parking and Traffic Appeal Service (PATAS) that supports the Environment and Traffic Adjudicators and the Road User Charging Adjudicators. These are independent tribunals that consider appeals against Penalty Charge Notices (PCNs) issued by the London local authorities and Transport for London for parking, traffic, road user charging, littering and waste contraventions.




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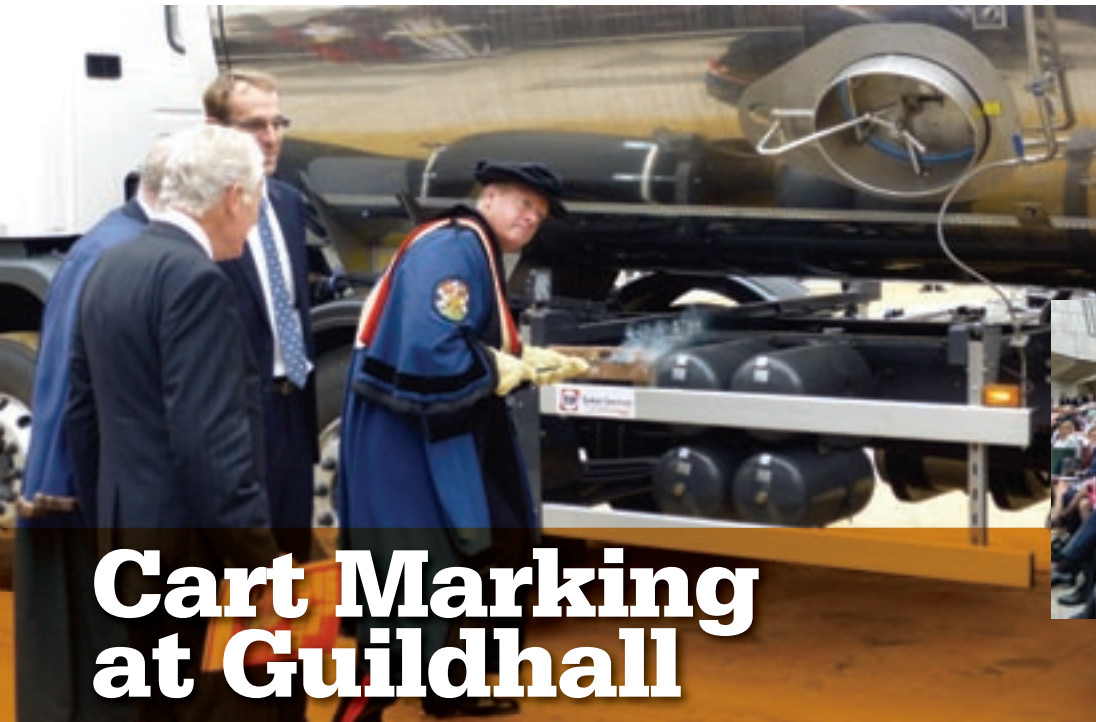
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**REPORT:** CART MARKING



# Cart Marking at Guildhall

Readers from overseas (and some from the UK) may well wonder what on earth this article is about. Cart marking in London? What's that got to do with the moving industry? Well, nothing – and everything. Steve Jordan explains.

**I**t depends how you look at it. Either way cart marking is today merely ceremonial however, as the UK does do ceremony particularly well, in my opinion, it's an essential part of understanding the past and, in consequence, the present.

For centuries the City of London has licensed vehicles (originally carts) to ply their trade in the City. Each vehicle would carry a numbered brass plate and be marked with the City arms. In 1838 this power was vested in the keeper of Guildhall who marked the vehicles of the Freemen of the Fellowship of Carmen to park and operate on the London streets. Each year the Freemen would bring their vehicles to Guildhall to receive a brand from a red-hot iron onto a wooden plate fixed to the vehicle denoting the letter of the year.

In 1965 the concession was deemed to contravene parking regulations in the City and was discontinued. In 1982, however, a band of enthusiasts, including Michael Gerson, breathed life into the tradition which has continued ever since. Today, vehicle owners bring along their much loved treasures, old and new, to receive the brand from the Sheriff of London and the Master Carman.

The weather looked dull for the 2015 proceedings however the heavy mist was all the English climate could muster as the assembled dignitaries - including Sheriff, Fiona Adler; Master Carman, Lieutenant Colonel Paul Holder; and Master Glover (she who supplies the heat resistant glove to prevent injury to the brander), Ann Esslemont - and the rest of us mere mortals, took our places. The procession started.

A 1935 London taxi led the way and was appropriately branded with the annual letter 'X' before being sent on its way. The rest followed: a

courier motorcycle, a forklift truck, trailers, tractors, a milk cart (the fastest one in the west made famous by Benny Hill), military vehicles, busses, removal pantechinons, dustcarts - some petrol, some diesel, many horse drawn, one steam powered and one 7.5 tonner powered by electricity. As every vehicle came through the commentators – Liverymen Chris Salaman and Mike Stone and Freeman Roger Wrapson – described them in intricate detail demonstrating their encyclopaedic knowledge of all things that move and the people who move them. It was a strangely emotional experience and a reminder that London cares about history – and history has cared for London.

Dinner was served in 15th Century Guildhall - its name is derived from 'gilt', meaning 'payment' and was the place where people came to pay their taxes – the scene of many famous trials and under the watchful eyes of Sir Winston Churchill, the Duke of Wellington and Admiral Lord Nelson as if to ensure diners remember to use the correct cutlery.

The food was exquisite. The toasts were respectful, grace was said with levity, and Paul Holder's speech was comprehensive, brief, funny and included a diversion from protocol to offer special congratulations and thanks to the chef who had pulled off the seemingly impossible trick of serving perfect medium-rare rib eye steak to 650 people simultaneously.

Some will say that this type of ceremony is pointless and outdated. I say it's an essential link with the past that helps to remind us all of the regard with which our industry was held by our forefathers. There are many today who would benefit from remembering the honourable roots that have led us this far and the responsibility they carry to preserve some semblance of it for the future.

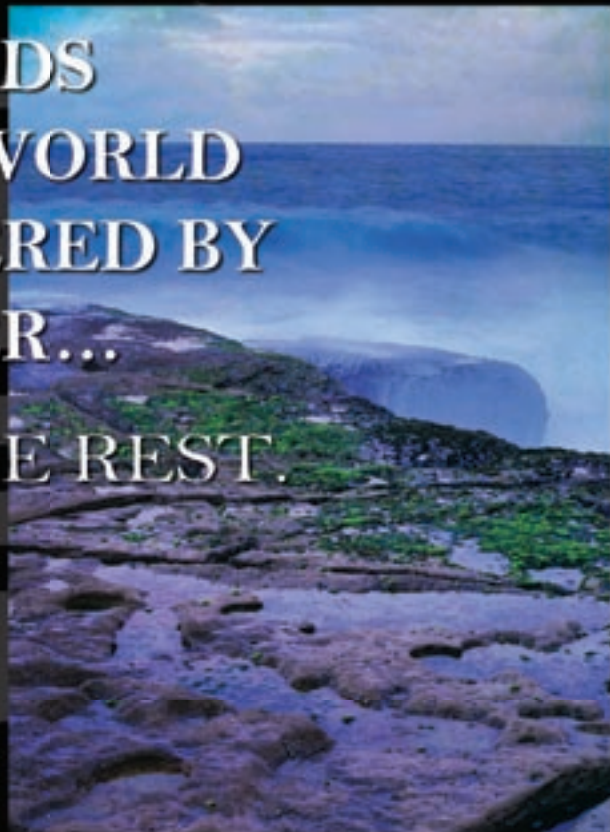




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## NEWS: PRODUCT

## British truckers sold CO<sub>2</sub> monitors to detect migrants

A carbon dioxide detector that alerts drivers to immigrants hiding in their trucks went on sale in Britain in July aimed at transport companies concerned by a surge in attempted Channel crossings.



● Truck drivers are under threat from migrants attempting to board their vehicles.

**M**igrants based in the French port of Calais try in their hundreds each day to board Britain-bound vehicles, prompting confrontations with drivers who risk being fined for transporting them or having their cargo spoiled.

In response, a British company has developed a device that measures CO<sub>2</sub> levels in the lorry and alerts the

driver and the freight company to any changes via SMS or e-mail.

"The unit will detect within about a tenth of a second whether anybody - human or animal - has got into your trailer," Matthew Perryman, Business Development Director of 360 Advantage announced. He said the driver could then call the police, who could remove the migrants with a minimum of disruption.

Perryman said the device was developed after discussions with the Freight Transport Association. The FTA currently has an exclusive deal to sell the £299 (426 euro) device on its website and Perryman hopes to sell about 5,000 units over the next two years.

"Anything that makes it safer for drivers to do their job is to be welcomed," said FTA Deputy Chief Executive James Hookham in a statement. "This sensor removes the need for them to check their own trucks - something that puts them in serious danger in Calais where there are thousands of migrants milling around."

British Home Secretary Theresa May said that more than 8,000 attempts by migrants to travel to Britain from French ports were intercepted by officials on both sides of the border in less than a month between June 21 and July 11. This compared with earlier figures showing 30,000 attempts over a 10-month period to January 2015.

## New GT Radial GSR225 Combi Road range for Euro 6

Giti Tire has expanded its GT Radial GSR225 Combi Road multi-use steer axle range with three new 19.5" sizes, as well as upgrading the load index for its next generation 22.5" tyres.

**T**he new types meet Euro 6 requirements and have been launched specifically to target smaller commercial vehicles and coaches.

The high-performance GSR225 Combi Road has specially developed tread and base compounds to deliver exceptional mileage and regular wear, as well as an optimised road surface footprint to deliver excellent wet and dry handling. A revised groove design claims added stone ejection properties and increased general protection against tearing and curbing, especially when subjected to regular and aggressive regional use.

Tony McHugh, TBR Sales and Marketing Director UK at Giti Tire, said: "The GSR225 Combi Road was our first multi-use tyre when launched in late 2013, since then it has become one of the biggest sellers in our 22.5" truck and bus portfolio. The extension into the 19.5" category has been done to meet demand from throughout Europe for a truly multi-use GT Radial option for smaller commercial vehicles and coaches, and we genuinely believe it will have the same substantial impact in this vehicle sector."



● New GT Radial GSR225.

## Ivan the mole digs up new business for movers

The way moving companies find work looks set to change forever following the launch of revolutionary new app Ivan intro.

**T**he free to download app, fronted by Ivan the mole, is powered by ground-breaking response technology which mines Twitter for key phrases in conversations or mentions relevant to moving companies. The app then automatically sends a personalised response from the user with contact details.

The user-friendly app, that is free to download for both Apple IOS and Android OS devices, comes pre-loaded with over 150 trades and occupations, and can be set up in six easy steps. Once installed and set up, the app works 24-hours a day, 365 days a year, unearthing leads for people's businesses. Ivan\_intro also allows users to set a radius of up to 20 miles, keeping its mining of introductions very local.

The app comes pre-loaded with five free responses. The user can set up a reply to leads unearthed by Ivan. Users can use an in-app top-up to buy more responses if required.

Ivan\_intro currently works with Twitter's 15+ million active users, but its creators, Sociosciences, intend to include users of other social media, including Instagram and Facebook.

Sociosciences Director, Stuart Burn, said: "Ivan never sleeps. He works 24/7, leaving you free to work,

relax and sleep while he digs up business leads for you. Our innovative technology means Ivan only sends a response to those who have mentioned they need help, so when the mobile rings you know it's someone who wants your services. The app is free to download, so it's a no-brainer to give it a go and see if it can transform your business. Ivan is a very clever mole to have on your side."

Technology entrepreneur, Professor Paul Morrissey, said: "This app will revolutionise the way small businesses and tradespeople find new leads. There's nothing in the marketplace currently providing this level of service and automation."

Ivan the mole was launched on Monday, 3 August 2015. To download it free go to [www.ivanintro.com](http://www.ivanintro.com).



● Ivan intro app.

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## INTERVIEW: EWEN EXTIER



# LEARNING THE ROPES IN PRAGUE

Ewen Extier is the Branch Manager for AGS Movers in Prague. He's new to the industry so Steve Jordan caught up with him to talk about his first impressions of this unique business.

Until this year Ewen Extier had been working as the deputy head of the commercial department of the French Embassy in Prague. His job was to provide advice to French businesses wishing to open up new markets in the country.

He'd been in the job, and in the Czech Republic, for six years and it was time for a change. "I wanted to move into the private sector," he said. "The moving industry was attractive to me because I had already been dealing with diplomats and expatriates at the Embassy. I could also see that working with people, especially when they were going through the stress of a household goods move, would be interesting."

Until then Ewen had little experience of moving. "I just saw stress," he said. "When I joined AGS I realised that everything the moving company does is designed to relieve that stress for the customers."

Over the last decade the Czech Republic has become an attractive location for businesses wishing to be close to Eastern European markets but in a stable environment. The operating costs in Prague are also much lower than in many other capital cities so it's not surprising that many organisations are choosing the

city to locate their head offices. "I was used to dealing with senior executives in my previous job so I very much like working with these same types of people with AGS," said Ewen. "Now I also get to work with a wide range of nationalities and cultures. It's very exciting."

**"The moving industry was attractive to me because I had already been dealing with diplomats and expatriates at the Embassy."**

**Ewen Extier**

Ewen also recognised that the moving industry is unique. "You have to get deep into the personality of the people. You need to earn their trust. This close contact is absolutely essential in this business and that is what I find most attractive."

AGS Movers has been in Prague since 1992. As branch manager in Prague Ewen has around ten full-time employees and a number of subcontractors. "I enjoy providing a high level of service," he explained. "People need to have their hands held and have everything explained to them in a very transparent way." He

said that it is essential that the customers can trust the crews too. "We train them very carefully to make sure they are always polite, well turned out and respectful of different cultures."

Being one of the largest operators in Europe has its advantages. One benefit the customers like in particular is the use of the European Liftvan, a steel 10m<sup>3</sup> individual container developed by AGS for intra-European moves. It's possible to fit nine onto one vehicle and each customer can see for themselves when the crew seal them and photograph the seal so they know nothing will be tampered with whilst in transit. "We have 950 units which circulate between the 28 AGS offices in Europe," Ewen explained.

But for Ewen the benefit of working for a large company is also personal. He has been in Prague for six years and is happy to stay a while longer yet, but the group does offer him opportunities that he would find hard to get elsewhere. "I would like to stay here to learn every aspect of the job, then maybe later try another office," he said. "That's one of the reasons I was attracted to work for AGS."

Like so many before, after just six months in this remarkable industry, Ewen seems to be hooked.

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TRANSPORT: BAN CYCLISTS/PUZZLES



● Would banning cyclists during rush hour make more sense than banning trucks?

# Ban cyclists, not trucks

By David Jordan

According to a recent report in *The Independent*, the government is seriously considering banning HGVs from central London to improve safety for cyclists. Mayor of London and keen cyclist Boris Johnson considered a similar proposal to restrict lorries during the rush-hour back in 2013, but the idea was rejected on the basis that it would simply lead to more casualties outside the restricted hours.

A report in the *Evening Standard* in June said that more people than ever before are riding bicycles in London with an estimated 610,000 journeys made every day. The report also said there had been a fall of 12% in deaths and serious injuries over the previous year. Transport for London reported 13 cyclists had been killed during 2014, down from 14 the previous year.

While any loss of life or serious injury is tragic for all concerned, banning large commercial vehicles from central London, even for part of the working day, could be catastrophic for the transport industry and the thousands of businesses they serve. For the removals industry – that is already battling with increasingly stringent emission regulations and draconian parking fines - having to delay entering London until perhaps 10 o'clock in the morning and being required to leave before 5 o'clock in the afternoon would present a major logistical challenge and dramatically increase costs.

Cycling is a fashionable and worthy pastime, but surely it can't be allowed

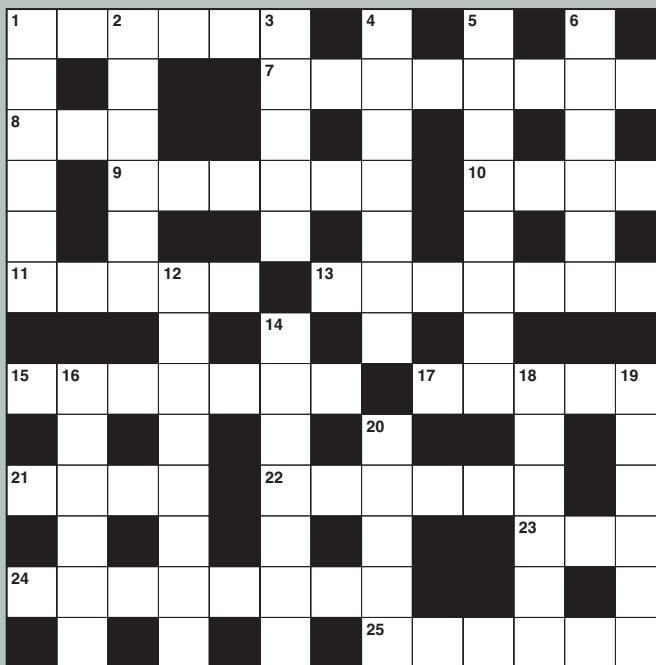
to take precedence over the free movement of goods in and out of the capital? Commerce is what built our great cities in the first place and it is the life-blood that will sustain them in the future. It cannot be allowed to be compromised just for the benefit of cyclists who, after all, contribute very little to the economy.

**Commerce is what built our great cities in the first place and it is the life-blood that will sustain them in the future. It cannot be allowed to be compromised just for the benefit of cyclists ...**

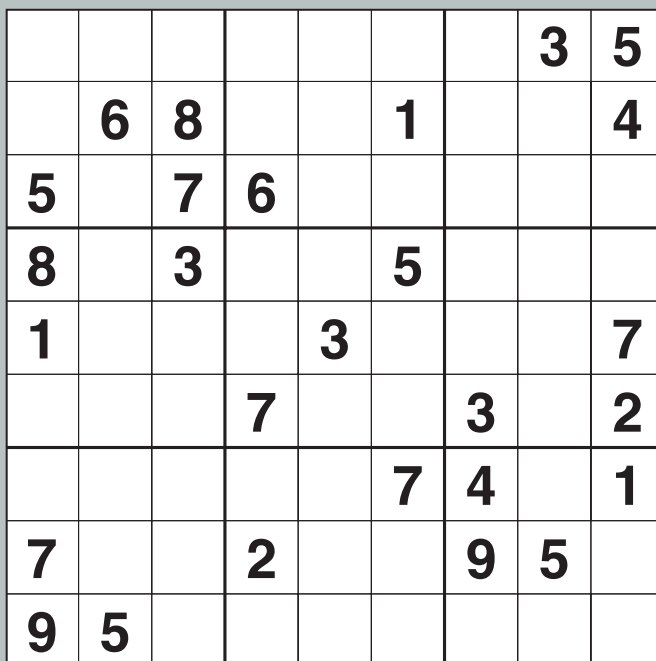
Bicycles and heavy traffic don't mix and a cyclist will always be the loser in an accident. People who choose to ride bicycles in central London and other busy cities need to take responsibility for their own safety and consider carefully the risks they take. If the government is serious about reducing casualties it should do something about improving rider training and provide more cycleways to separate cyclists from other traffic.

Banning cyclists rather than trucks during the rush-hour would make far more sense.

# Puzzles



- ACROSS**
- 1 Country in E Africa (6)
  - 7 Damage (a reputation) (8)
  - 8 Body's vital life force (3)
  - 9 Frequently repeated phrase (6)
  - 10 Pierce with a knife (4)
  - 11 Crevices (5)
  - 13 Remedy; set right (7)
  - 15 Large knife (7)
  - 17 Put into service (5)
  - 21 Pubs (4)
  - 22 Mineral of lead sulphide (6)
  - 23 Scoundrel (3)
  - 24 General \_\_\_\_: process that decides who governs (8)
  - 25 Male goose (6)
- DOWN**
- 4 Broke free from confinement (7)
  - 5 Landing and take-off area (8)
  - 6 Morsels of food (6)
  - 12 Type of bag (8)
  - 14 Flightless seabird (7)
  - 16 Missing human interaction (6)
  - 18 Positioned (6)
  - 19 Over there (6)
  - 20 Hurlled (5)



NEWS: PEOPLE

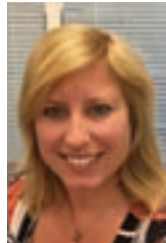
## Bishop's Move expands Commercial Department

Bishop's Move has expanded its Commercial Department with the appointments of Stuart Philp as commercial relocation general manager and Catherine Stratten as commercial relocation executive.

Stuart Philp, joined Bishop's Move in June after working with Business Moves Group where he held the position of sales director for 18 months. Prior to that he spent 16 years at NEXUS Property Solutions where, as head of specialist relocations, he worked within the office and commercial, museums and archives sectors.

Catherine, whose career path has taken a similar route to that of Stuart's, also joins Bishop's Move from Business Moves Group where she held the position of business development manager. Like Stuart, Catherine also worked at NEXUS Property Solutions where, for almost seven years, she was research manager.

Stuart who previously worked for Bishop's Move in 1993 commented:



● Left: Stuart Philp; right: Catherine Stratten.

"A lot has changed from the company I previously joined," he said.

Catherine Stratten added: "Stuart and I enjoy a productive working relationship having worked together previously at both NEXUS Property Solutions and Business Moves Group. We work both looking forward to bringing the success we've enjoyed throughout the years to the Bishop's Move network of branches."

## Steve Lewis to join Voerman

Steve Lewis will be joining the Voerman Group from 1, October. Steve was previously the managing director – Asia Pacific of UniGroup Relocation.

Voerman has said that Steve will operate from his homes in Malaysia and Cardiff and will travel the globe representing the Voerman Group during moving conventions, client presentations, agent relations and the company's internal training programme.



● Steve Lewis.

## Sue Kukadia joins Santa Fe London

Santa Fe has appointed Sue Kukadia to the role of group director, visa & immigration services, to help expand its services in this sector. Sue's role will be to lead the company's future growth strategies and its approach to customers. She is located at the company's global headquarters in London.

She most recently held the position of director, global business

immigration services, for EY. She is a qualified Global Immigration Practitioner and has completed the New York Bar Exams in the US. Her technical expertise includes all types of immigration applications and she regularly advises government on immigration changes.

"I am really delighted that Sue will be joining our organisation in this new role," said Santa Fe Group CEO Martin Thaysen. "Sue will be focussed on ensuring delivery of a fully compliant and seamless global customer experience with local level expertise."

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## The White & Co Mystery Mover

Last month was obviously too easy again with a number of you spotting Allen Fan and Frank McCluskey smiling from our pages. But it was Ray Beard from Nuss Relocations in Australia who was first out of the hat. Well done Ray. This time it's harder. Many of you will remember the gentleman on the left, but who's his distinguished friend. Both names please for the best chance of winning the coveted White and Company Red & Black Watch. Answers please to: editor@themover.co.uk.

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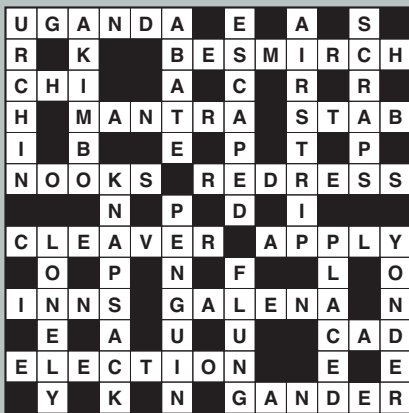



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1	2	4	9	3	6	5	8	7
6	9	5	7	1	8	3	4	2
3	8	6	5	9	7	4	2	1
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## Tony Allen: And finally ...



# Could statistics be taking over the world?

**A**re you aware that 42.9% of statistics are made up on the spot? When I first read this it really made me smile, we've all been there.

Managing director to sales manager: "What percentage of our removals involve clients who are under 30 years of age?" Sales manager: "(If he's asking me he obviously doesn't know – and nor do I): 42.9% sir!"

From that moment on, the situation is compounded; this piece of information is passed around the company until it becomes sacrosanct - even though it has no factual basis - until somebody carries out a proper analysis. I'm sure that this happens more often than we would care to believe, and many important decisions can be made as a consequence of fictitious information.

I know that 'statistics' is an acknowledged branch of mathematics and therefore, presumably, deserving of our respect. But when you consider, for example, the performance of various polling experts during the last general election when most of them seemed to get their predictions totally wrong, one wonders about the general veracity of the information they provide. Of course there are two aspects to this discipline: the collection of information; and the interpretation of it. The latter is the problem I think. Maybe that's where the skill comes in, but interpretation can vary according to personal experience.

Don't get me wrong, I am fully aware that the accumulation of statistics is vital for any organisation (or individual) in order to make informed decisions, but sometimes it seems as if we are suffering from information overload.

Do you do the lottery? I don't, for me it's too much of a – well – lottery. Anyway, what really gets me is that if you watch the results programme, which I do on very rare occasions – on average once in every sixteen weeks - we might be told, for instance, that ball number 12 has appeared on six out of the previous fourteen weeks (statistics). Ball number 12 is a superstar. Welcome back you are the child of statistics. So what! Does it really matter?

How about the odds when betting? They're statistics, the accumulation and interpretation of information, but unfortunately not always in our favour. Statistics occur in our lives all of the time – that's the fifth glass of red wine you've had this evening, you won't get to sleep. Accumulation and interpretation of

information? Or maybe a subject for more sober judgement.

Statistics can also save your life. The medical profession thrives on them and they are very important to us. Information about obesity (fat chance they've got of being correct!) and every other aspect of our physical being are published, but sometimes these not only contradict each other but also change according to whatever is perceived to be the current dogma (or interpretation). I'll give you an example:

Some years ago I read how, statistically, salt had been proved to be bad for you as it lead to increased blood pressure with all of the consequent health problems (actually, examining statistics can often have a similar effect). Anyway; so I stopped taking salt with my meals - a bit tough at first - but I compensated by using more pepper. A few months later, I was driving along the M4 and listening to the radio when there was an announcement about a programme coming on at 3:00 pm where, amongst other things, a dietary specialist would be discussing the dangers of having too much pepper in your diet. "Oh no!" I thought. "They'll be saying that sugar is bad for you next."

Of course a statistician will tell you that their science is all about probabilities, and the cynic would say that this simply means that they are probably wrong, but is there any room left for that old reliable 'gut feeling'? At the moment my gut feeling tells me that I should not have had those five glasses of red wine, especially as I couldn't get to sleep all night.

Interestingly enough, once you've read this you will find yourself noticing how much the provision of statistics effects every part of our lives. I've just watched the news and almost every item involved the use of statistics in one form or another (82.3% of items actually). Biased or otherwise it is an important form of persuasion, so maybe we just have to accept that they are really just a symptom of our ever increasing search for knowledge and improvement. Maybe you disagree and maybe it's more complicated than that, and I would like to tell you that I've been wrong more times than I'd be prepared to count, but there are no figures available.

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