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Issue 025 April 2013 www.themover.co.uk

TheMover



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Not your average conference.
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TheMover

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LEADER

The most important thing in business

.....
Steve Jordan, Editor

I hate networking. Not the activity of meeting people, chatting, swapping ideas and exchanging business you understand - just the word. I hate it because it converts what is otherwise a rather charming, enjoyable, social interaction into a job of work: spreading your net of contacts as wide as you can and then working them until they finally succumb to your relentless badgering. I make a sweeping assumption that it is a word that the world has inherited from our friends to the west, not because of my etymological knowledge but because it was an American that I first heard use it in 1995. I didn't know what it meant then, and I wish I didn't now.

It's a real shame for the moving industry because it has become overused, by me as much as anyone, because it's easy. The moving industry is not really about trucks and warehouses; it's always been about its people and it is they who give it its colour, attraction, expertise and energy. I don't like to see the very life blood of the industry, the interaction between its participants, being reduced to a mere process dreamed up by some spotty-faced Harvard graduate at 4am after a night on the Sambuca.

So I prefer just to call it 'being with people'. You don't really have to make an effort to talk to them, just be there and relationships will blossom wherever there is some common interest.

In April we rest on the cusp of yet another conference season. For those who are entitled, and have the spare cash, there will be plenty of opportunities to be with people from the industry. But there are dangers lurking within the hallowed halls of the hotel foyer and the cocktail lounge. Being with interesting people, talking to them and enjoying their company is great. Networking: collecting cards you never look at again; shaking hands without making eye contact; looking over someone's shoulder in the hope of finding someone more interesting across the room; relentlessly bashing home your sales message; and sending inappropriate e-mails when you get home 'just to touch base' - is not.

Groucho Marx said: "The most important thing in business is sincerity. Fake that and you have it made." He was right. But in my experience most people are not very good at faking it. Much better, I would say, to be genuinely interested in and give your full attention to 10% of the gathering, than to insult everyone.

Steve Jordan



● Left to right: John Wendleken, Contract Supervisor; Ian Gregory, Head of Projects CREAS (Corporate Real Estate and Administrative Services), UBS; Louise Adams, Customer Services Assistant; Ian Studd, Director of Business Relocations, Harrow Green; John Wright, Associate Director, CREAS; Helene Edgar, Contract Manager.

Harrow Green receives accolade from UBS

Harrow Green has been awarded the UBS 'CREAS Vendor of the Year 2012'.

The award, based on the performance of Harrow Green on site at UBS throughout 2012, recognises the company's commitment to the bank.

Harrow Green is a wholly integrated service delivery partner with a single point of contact across multiple disciplines - project management, project delivery, portage and storage. The company was evaluated alongside all other key vendors who serve UBS using measures such as:

- Demonstrating best practice throughout the year;
- An understanding of UBS's values, culture and professionalism;
- Motivated staff;
- Positively adapting to change; flexing in line with changing business requirements;
- Consistently delivering an exceedingly high quality service at all times;
- Good business management, proactively proposing cost commitment and reduction initiatives;
- Fully supporting UBS ecology initiatives and sharing their ideas with the bank.

"Your contribution to UBS during these trying times has been exemplary."

Andrew Owen

Andrew Owen, Managing Director - Regional Head CREAS - North/East & MEA, said: "Your contribution to UBS during these trying times has been exemplary. I congratulate you on your commitment to the bank."

Ian Studd, Director of Business Relocations, Harrow Green, said: "We are extremely proud to have received this award. We have held an 'open, honest and trustworthy' relationship with the bank for more than 25 years and have become an integral member of their CREAS team. We look forward to a continued relationship with UBS. Helene Edgar, CREAS Contract Manager, plays a key role in ensuring Harrow Green's commitment to service is delivered and exceeded."

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NEWS: UK

Bishop's Move relocates tax firm

Bishop's Move has recently completed the relocation of Crowe Clark Whitehill into larger premises in Tunbridge Wells.

Crowe Clark Whitehill is a leading national firm offering audit, tax and business advisory services.

The relocation, which took two days in December 2012 to complete, presented various challenges to the Bishop's Move removal men. With no lifts to provide a helping hand and torrential downpours to dampen the spirits, the Bishop's Move removal men worked very hard to ensure that its client would be in its new offices, in time for the new working week two days later.

Mark Anderson, Partner at Crowe Clark Whitehill commented: "We were very impressed at the speed and efficiency of the move by the removal team, headed by Steve Littler. Over the two days they worked extremely hard in difficult circumstances – neither office had lifts and the weather conditions worsened on the Friday of the move when we experienced heavy rain in Kent. However the positive and friendly attitude of Bishop's Move's staff stood out and nothing was too much trouble for them."

Steve Littler, Bishop's Move Area Manager commented: "Planning was key to this move, as was patience with the adverse weather conditions. I'm very proud of our experienced removals team who were attentive to every detail and requirement of this business relocation."

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● The government needs to take radical action to get the banks lending again.

UK business banking in a mess

The Forum of Private Business has said data released in the BDRC Finance Monitor for SME lending highlights ongoing problems with business banking in the UK.

The research has shown particular issues for first time applicants (FTAs) who are finding it increasingly difficult to successfully source credit from lenders. Research carried out by BDRC, the UK's largest independent research consultancy, showed more than half (54%) of FTAs for a loan or overdraft ended the process unsuccessfully. This compared to 21% for non first time applicants seeking new or renewed facilities, and 8% for those renewing an existing facility over the last three years.

The Forum said the figures showed a significant drop in approval rates for FTA lending, which in 2011 had a failure rate of 53%, and in 2010 just 42%. At the same time, the Monitor data showed a sizeable increase in personal cash used to finance a business venture, with 34% stating this was not through choice – a 9% increase compared to two years ago.

Forum spokesman Robert Downes said, "The long and short of it is that in 2012 firms seeking credit for the first time – usually the ones who need it most – are the ones more often than not being refused access to credit from lenders. And it's got markedly worse in a short period. Simply put, the banks' risk-averse nature is stifling the next generation of business owners – and the government is idly watching from

"... firms seeking credit for the first time ... are the ones more often than not being refused access to credit from lenders."

Robert Downes

the sidelines."

He added, "Unfortunately, these results come as no surprise following the dreadful Funding for Lending figures earlier this week, and shows the desperate state of small business lending at the minute. It also shows government must look at radical action to get banks lending or we'll never get out of the hole we're in."

The Forum was also critical of the overwhelming lack of awareness amongst business of the loan appeals system. "Such lack of awareness is a huge fail by anyone's standards; that the banks are implicated again when it comes to a form of self-regulation speaks volumes about the self-serving culture in the sector. Just how many firms have been let down as a result? We'll never know the answer, but this has to be a priority for lenders, and if they aren't capable, government must step in."



BRAKE WELCOMES MOVE TO SCRAP 80MPH MOTORWAY PLANS

Road safety charity Brake has strongly welcomed the news that Transport Secretary Patrick McLoughlin is resolved to cancel proposals for 80mph motorways, although an official announcement may not be made until later in the year.

However, the Department for Transport has said it will be going ahead with trials nonetheless, to which Brake is opposed.

Brake is part of the 'NO to 80 Coalition', which opposes government proposals to increase speed limits to 80mph on motorways, arguing that it will result in more violent deaths and injuries, increased carbon emissions and an increased financial burden on the NHS and emergency services.

Ellen Booth, Senior Campaigns Officer for Brake said, "We welcome this indication that plans for 80mph limits will be ditched, and congratulate the transport secretary for the strength of this commitment to road safety. However, we'd like him to go further, by putting the brakes on any trials for 80mph. The evidence is there that 80mph limits would mean more violent deaths and injuries, so even a trial could lead to more families suffering the horror of a serious crash. Going ahead with trials would be a waste of money, given the weight of evidence that 80mph motorways would not deliver the benefits the previous transport secretary expected, and would instead mean increased casualties, costs and carbon emissions. Instead we would like to see commitment from government to invest in more variable speed limits on motorways, with the maximum remaining at 70mph, as this is a proven way to reduce casualties while improving traffic flow."



» See 'Bonkers banking' on page 12.



● Phil Orford.

Coalition has made UK tax system worse

The majority of small businesses in the UK have taken a dim view of changes made to the tax system by the current government, research by the Forum of Private Business shows.

The FPB polled its members to record attitudes on implemented tax changes as the coalition reaches the mid-point of its five-year term. Overall, the changes were seen to be negative in terms of resolving issues around fairness, simplicity, efficiency, stability and certainty in the tax system.

In total 28% of business owners said they thought the fairness of the tax system had deteriorated, compared to 17% reporting an improvement. A quarter thought it had become more complex, opposed to 14% saying it has simplified. And dealing a blow to HMRC, 26% said the efficiency of the tax system had got worse. Just 10% thought it had improved.

This latter point raises concerns about how HMRC will cope with Real Time Information (RTI) due to begin this month.

The research also showed the single biggest complaint small firms had regarding their current tax spending was business rates. A huge 94% of all business owners felt that the level of taxation on commercial properties was now too high.

"It's probably fair to say that business rates are the most despised of all commercial taxes by the UK's small business owners," said the Forum's Chief Executive, Phil Orford. "It's a crippling tax that business owners simply have no choice but to pay, and for many who claim to see no discernible benefit to having paid up, it clearly sticks in their craw."



The Wembley gates being crated for shipping to Chile.

Anglo Pacific ships historic Wembley gates to Chile

When the royal tunnel gates from the original Wembley Stadium went up for auction in November 2011, few would have predicted that the successful bid would come from a museum in Chile.

But successful they were, and Anglo Pacific has now shipped the gates to Chile's capital, Santiago.

Terry Horsnell, Anglo Pacific's Fine Art Consultant said, "I genuinely love a challenge and 16ft² gates don't get more challenging." He added that the gates were stored in a yard in Kettering and just getting them vertical to remove and then horizontal to travel, was a mission – particularly as overhead telephone and power cables came into play. Anglo then had to liaise with the authorities to get the necessary wide load permits for the evening road trip from Kettering to London.

For the Atlantic crossing, the gates were too large for containers so had to be packaged in timber casing, lifted with specialist equipment and shipped as conventional below-deck cargo. "A shipment like this only comes four or five times a year," said Terry. "A recent comparable job was a 16ft high Salvador Dali statue we transported to Singapore – and it's great fun to fine-tune all the logistical intricacies."

The gates date back to 1923. They took centre stage during London's second Olympics in 1948 when the teams used them for access to the ground. Old Wembley closed in October 2000 and the iconic twin towers were demolished in 2003 with the gates days away from the same fate. Fortunately registered charity the Brooking Trust was able to whisk them to safe storage at

Greenwich University. The gates were sold by Sotheby's in London for £5,785 and were among nine lots that included a round window from the iconic twin towers and lights from the royal box.

"I genuinely love a challenge and 16ft² gates don't get more challenging."

Terry Horsnell

Hernán García, Executive Director of Chile's Museo de la Moda (Fashion Museum) said, "This is the first time we've worked with Anglo Pacific but, given the dimensions, delicacy, incalculable historic significance and value of the gates, we had to work with a reliable specialist. Thankfully the auction house was able to recommend Anglo Pacific and so far so good – the attention to detail and customer care has been excellent."

The old Wembley gates were due to arrive in Santiago by 24 March and will form part of the Museo de la Moda's main project, a collection of pieces related to football, tennis and other sports. They hope to convey the history of sport around the world through clothing, accessories and other related items such as these impressive gates.

White & Co use landing craft to deliver furniture

It's not every day that a removals company has to use the services of a landing craft to deliver furniture for a customer, but for the guys at White & Company's depot in Guernsey it's all in a day's work.

The exclusive White House Hotel (no relation) on the tiny island of Herm three miles off the coast of Guernsey appointed White & Co to deliver 4000ft³ of new furniture from a stockist in the north of England. The only way of shipping goods across to the island is by the *Herm Seahorse*, a landing craft type vessel that makes two trips a day as the tide allows.

"There's no lifting tackle available at the port so we had to load everything by hand," said White & Co's Manager Steve Hammer. The *Seahorse* can only carry 1,000ft³ at a time so it took four trips over several days to complete the job."

No vehicles – other than tractors – are allowed on Herm, so the final leg of the journey from the harbour was completed by one of the island's local delivery companies using a flatbed trailer.



● The Herm Seahorse prepares to set sail.

INSIGHT: THE HOUSING MARKET



Housing market improving says Halifax

The UK housing market is continuing to show signs of improvement, according to the latest survey from the Halifax.

House prices rose by 0.5% in February, it said, with property values now 1.9% higher than a year ago. The average property now costs £163,600. Halifax also said housing sales had continued on a 'modest upward trend'.

While the Halifax predicts prices will rise over 2013, it says weak economic growth and pressure on household incomes will affect demand for housing. The Halifax said house prices in the three months to February were up 1.9% from the previous quarter.

"This was the third successive increase in this measure of the underlying trend," said Halifax Housing Economist Martin Ellis. "This increase in both house prices and activity in recent months is consistent with evidence of some improvement in market conditions. The more than half-a-million increase in the number of people in employment over the past year is likely

to have been a factor supporting housing demand."

The Halifax data is more positive than recent reports from other lenders. Recently the latest survey from the Nationwide building society reported that house prices had risen by 0.2% in February, but were unchanged from a year earlier. In February the Council of Mortgage Lenders (CML) reported that mortgage lending fell 3% between January 2012 and January 2013. However, the CML said it expected some improvement in activity in the coming months, partly as a result of the government's Funding for Lending Scheme (FLS).

The Halifax house price data is the most positive in recent months. In February the Bank of England reported a fall of £2.4bn in lending to individuals and businesses in the final quarter of 2012, but said the situation had improved significantly in January.

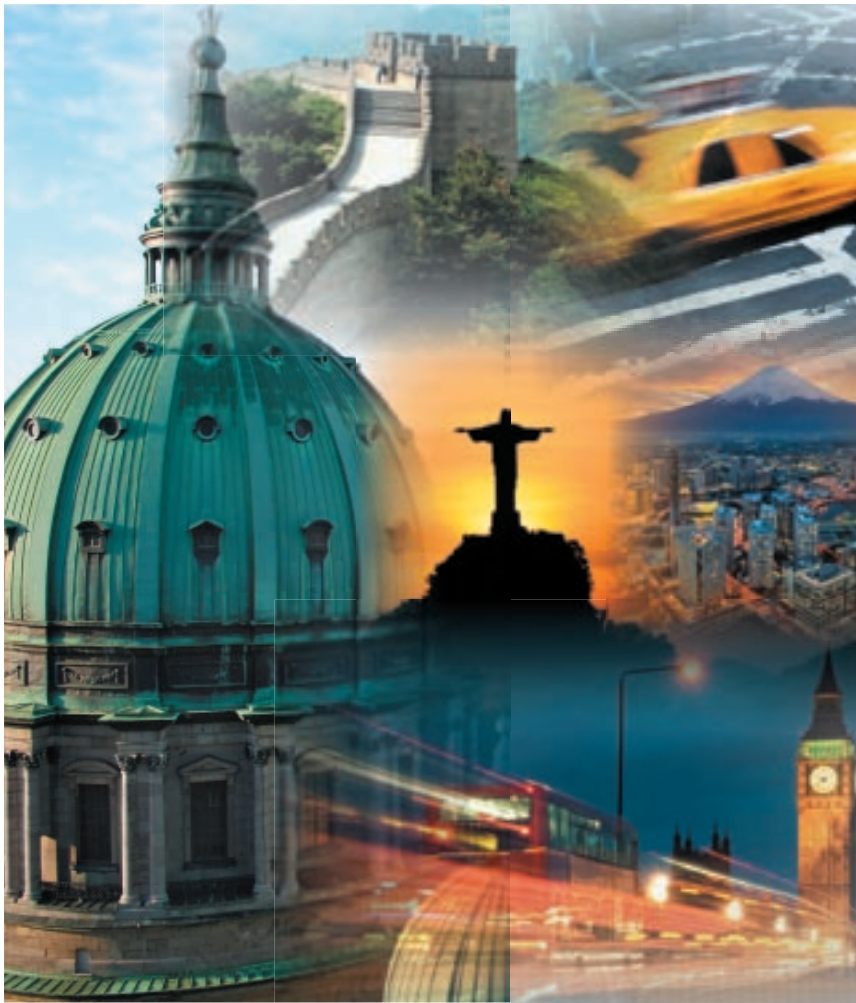
"We need to see some easing of criteria in order to make mortgages more accessible."

Mark Harris

"The housing market presents a confused picture," said Mark Harris of mortgage broker SPF Private Clients. "On the one hand, prices continue to rise on a monthly and quarterly basis, according to the Halifax, and on the other, lending fell in the final quarter of last year, according to the Bank of England."

While lenders are now cutting rates, most are still demanding big deposits for anyone wanting to take out a mortgage. "We need to see some easing of criteria in order to make mortgages more accessible. This is surely the next move for lenders, many of whom tell us they have had enough of a rate war," said Mr Harris.





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NEWS: UK



● Martin Hay of Scania hands the keys to Matt De-Machen.

Truck-mad Matt De-Machen orders new Scania

Most people casting an appreciative eye over Matthew James' 2012 customised Scania 480 road train would probably say it was the most beautiful removals truck they had ever seen.

From its airbrushed livery depicting scenes of famous landmarks on the route from London to Spain – the road train's regular run – to its sumptuously crafted cream leather interior and multi-speaker sound system, the road train is truly a work of art. But for Matt De-Machen, the road train's self confessed truck-mad owner, there is still room for improvement and a new, even more impressive Scania is on the way.

In March Matt took delivery of a new Scania 560 chassis from Scania Purfleet, the first stage in a £275,000

"We looked at other options but no one could match the specification we wanted like Scania."
Matt De-Machen

ten-month project involving several specialist companies who will all play their part in creating what will surely be the world's ultimate

removals truck.

"The 560 is a V8 whereas the current Scania 480 is a straight six, that will give us a tad more power for the Spanish mountains," said Matt. "We've also gone for left-hand drive; we spend 95% of the time driving on the right, so it makes sense."

Despite its exotic specification Matt has not forgotten the new flagship of the Matthew James fleet is still a working vehicle. "We'll be putting the container doors on the right to make loading and unloading easier on the continent and we've specified smaller tyres so the chassis can be two inches lower than the current one – more cubes mean more money," said Matt.

It's no secret that Matt is not always easy to please when it comes to his beloved trucks, but he has nothing but praise for the people at Scania. "We looked at other options but no one could match the specification we wanted like Scania.



No matter what we asked for Scania could do it. Other manufacturers just wanted us to buy a chassis and do the rest ourselves, but Scania offered to help and support us all the way to completion. Their UK Sales Director, Martin Hay has personally overseen the whole order – he knows how fussy I am," said Matt.

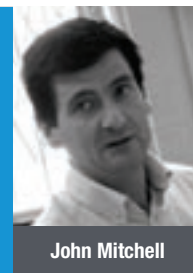
The virgin chassis will soon be delivered to body builders UVB in Warrington where it will spend around three months before being taken to Baileys in Wisbech to be fitted with an impressive array of bars and lights, all in accordance with Matt's exacting instructions. Next stop will be Sheffield where custom paint specialists Andy and Tom Scott will work their magic creating the truck's unique artwork. (To be revealed later.)

Last stop on the journey will be the town of Urk in the Netherlands where the Scania's cab will receive its five-star treatment from Special Interiors, again to Matt's individual design and taste.

So, what of the old road train when the new one is finished? "The 480 is now nine months old and it's already done over 100,000 kilometres," said Matt. "But that's nothing for a Scania, we have two road trains that are 12 years old and have covered 1.4 million each – they just keep on going. I'll be handing the 480 over to my number one driver, George Fewins, he's nearly as mad about trucks as I am!"

In line with family tradition the new road train will be named after Matt's eight-year-old daughter, Millie Gemma, who will no doubt be thrilled to see her name inscribed on the front of the cab.

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● Will central London become the world's first big city ultra low-emission zone?

Boris Johnson announces plans for ultra low emission zone from 2020

The Mayor of London has announced the creation of the world's first ultra-low emissions zone by 2020.

The aim will be to create the zone in central London which would deliver dramatic benefits in air quality and increase take-up of low-emission vehicles. "Creating the world's first big city ultra low-emission zone has the potential to be a game-changing moment in the quality of life of our great capital," said Johnson. "My vision is a central zone where almost all the vehicles running during working hours are either zero or low-emission. This would deliver incredible benefits in air quality and stimulate the delivery and mass-use of low-emission technology."

Transport for London will prepare plans for the new zone and look at the feasibility of introducing it from 2020. By that time it is expected that all buses in central London will be hybrid and all taxis zero-emission. There will also be

"Creating the world's first big city ultra low-emission zone has the potential to be a game-changing moment in the quality of life of our great capital."

Boris Johnson

more low-emission options for freight vehicles and electric cars will be more widely used. A further £20 million will be spent over the next 10 years on schemes to help London's boroughs to tackle local pollution.

Source: FEDEMAC

@ Comment

This looks like even more grief for movers in London who have just upgraded their fleets. Any thoughts?

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

A GREAT MOVE

The Doree Bonner International Group is one of the UK's leading removals companies. We specialise in domestic, commercial and International relocations. Due to ongoing expansion we have the following vacancies

Sales Consultants - Home Counties (International & Domestic) OTE £24 – 30K

As part of our continued development, we are looking for self motivated, confident and quality conscious Domestic & International sales individuals to join our busy team. This is an excellent opportunity for the successful applicants to contribute to the smooth running and future development of the branch

We are looking for both Domestic and International Sales Consultants to be based out of our branches in High Wycombe, Buckinghamshire and Dunstable, Bedfordshire, covering the the surrounding areas.

The successful candidates will be self motivated, confident and quality conscious. We can offer a competitive salary, plus a great commission scheme and car.

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Bonkers banking

We constantly hear that banks are not lending and the economy is being held back as a result. But why should that be? Steve Jordan, Editor of *The Mover*, had a recent experience that shed some light on the phenomenon.

Our blessed banks, the architects of our current financial floundering, destroyers of property markets worldwide, thieves of business confidence and dealers of the cruellest blow to hit the moving industry in living memory, tell us that they have money to lend to business but the demand is still very low. It's all our fault, not theirs. Balderdash! They are not being economical with the truth, they are simply lying – and they think that we are all too stupid to notice. Sorry chaps, nice try.

A good friend of mine recently wanted a small business loan. He wasn't desperate but his business is looking forward to some interesting opportunities during 2013 and he wanted to be sure he had the funds to take advantage of them without

To borrow £25,000 for 18 months was going to cost him over £6,000. Crackers! Of course there is little demand, at that price I am astounded that there is any demand at all.

running into cashflow problems. He had been a customer of Barclays Bank for 30 years both for personal and business banking. He had never been overdrawn, was not in arrears with the HMRC or the VAT, had never been bankrupt, had never missed a

payment of any kind and Barclays had accepted that his account was in very good order and his business was managed professionally. Getting a few quid shouldn't, therefore, have been a problem.

He wanted £25,000 – a modest sum by most standards. Barclays was willing to lend the money and, considering the enviable state of his account they would offer him a competitive and concessionary rate of just 16%. What! He assumed that they were joking but then remembered that financial institutions are not well known for their sense of humour. To borrow £25,000 for 18 months was going to cost him over £6,000. Crackers! Of course there is little demand, at that price I am astounded that there is any demand at all. And when you

Whose side are they on? Their side, not ours. They appear to be relying on the fact that some people are too desperate to have a choice ...

consider that the bank is borrowing the money for virtually nothing, it is close to extortion, in my opinion.

On questioning, the bank explained that the rate had to reflect the risk. What risk exactly? There was easily enough equity in the business to cover the loan, all the directors had exemplary credit ratings, and my friend was required to give a

THE PAST IN PICTURES

personal guarantee anyway. What risk? No risk!

What really gets up my frock is that Barclays was supposed to be a trusted partner that could be relied upon to provide my friend with sound business advice, yet they were encouraging him to take what a five-year-old could see was a daft financial decision. Whose side are they on? Their side, not ours. They appear to be relying on the fact that some people are too desperate to have a choice or too stupid to realise that they are being led astray by the very organisation that they should be able to trust above any other. It's a betrayal, a wicked, calculated, predatory act of attempted financial rape and the bank should be damn well ashamed of itself.

There was a time when a bank manager was a professional, someone who would exercise judgement and use his skill and experience of the human condition ...

When Anthony Jenkins took over as CEO of Barclays last year he was reported as saying: "I'm a transformational leader, and I have every confidence that my business acumen, general experience in banking, and the skills and talents of the team will enable me to continue to take Barclays in the right direction." Well Mr. Jenkins, a little more transforming yet to do I fear.

Even the Governor of the Bank of England expressed his disapproval at this type of behaviour when he wrote to a Mr. Mike Benson, commenting on his bank's refusal to lend him £10,000 towards the cost of a new van. Sir Mervyn King said: "I can fully understand how maddening that, and the behaviour you describe from the banks you have spoken to, must have been." Mr. Benson eventually bought the van without the loan.

On a wider stage it appears that the government's Funding for Lending scheme seems to be faltering – surprise, surprise. The Bank of England figures show that net lending in the last three months of 2012 was £2.4bn less than in the preceding three months – despite participants in the Bank of England's

Funding for Lending scheme drawing down £9.5bn of available funds.

So, what are the consequences? My friend will take his business opportunities and will, hopefully, be able to do so from his own resources without having to sell too many of his children into slavery. But at what cost? His business will need to be cautious to manage its cash flow carefully, not invest in anything that can possibly wait, and will manage with the staff it has despite really needing an extra body. His family will probably go without a holiday this year. The three-year-old car will be kept a little longer. His wife will have to wait for her conservatory until next year. And economists scratch their heads about why growth is remaining stubbornly sluggish. Well I can tell them why and I'm not supposed to know anything about economics.

This is bonkers banking. They drag us into the mire then stand on our heads as we struggle gasping our last. There was a time when a bank manager was a professional, someone who would exercise judgement and use his skill and experience of the human condition to make calculated decisions for the mutual benefit of his employer and his customers. What they have degenerated to is caricatures of themselves, lending sunny-day umbrellas and demanding them back as the clouds gather, building resentment, bitterness and bile in a business public that has little choice but to cower beneath their domination.

Well, Mr. Jenkins, my friend did have a choice. He told your people to piss off. It was good for his self respect, somewhat cathartic and the right decision for his business.

Well, Mr. Jenkins, my friend did have a choice. He told your people to piss off. It was good for his self respect, somewhat cathartic and the right decision for his business. It's a shame you tried to swindle him though, and a shame too that it's such a disaster for the economy in which our prosperity, including yours, so fundamentally depends.



The way we were in the 1930s

By David Trenchard.

This is an old Ford Van from the 1930s that was in the family fleet. The picture was taken outside the old yard in Winton, Bournemouth.

My late Uncle, Bert Trenchard, who died a couple of years ago aged 94, personally painted and did the signwriting on the vehicle. He was not a trained signwriter but in those days the family did virtually everything themselves.

The paintwork was primarily maroon with a black background to the trumpet shaped section at the back. The Luton Head was a rainbow of blues and creams behind the family name.

This was one of the four main vehicles that Trenchards used



David Trenchard.

throughout the war period by my grandfather while his two sons were away in the services.

As you can tell the heavy wooden framed body was on a chassis which would today be plated at less than 7.5T. It is just another example of why the plating and braking regulations and the Traffic Act introduced in the 1960s were long overdue.

TheMover

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Funding for LNG research in Spain

The European Union will co-finance - with almost euro two million from the TEN-T Programme - a study to determine the required steps to integrate Liquefied Natural Gas (LNG) refuelling technology and infrastructure on the TEN-T road network in Spain and demonstrate the potential of LNG as a more environmentally friendly and cost effective transport fuel for heavy goods vehicles.

The project, which was selected for funding under the 2011 TEN-T Annual Call, will look at the possible large scale implementation of LNG refuelling stations across Spain and the EU by conducting a series of studies and pilots.

Seven different LNG refuelling stations will be installed as part of the project to test different kinds of designs for this type of infrastructure. The LNG logistics chain as well as the potential business models for a regional and/or European roll-out of refuelling stations will also be analysed to paint a broader picture.

Additionally, Intelligent Transport Systems (ITS) communication technologies will be integrated within the LNG refuelling stations and could incorporate technologies such as intelligent routing, station monitoring, pricing policy and payment methods.

The project is set to be completed by the end of 2014.

● Source: FEDEMAC

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● Left to right: Gareth Tancred, CEO of BIFM; Wilton Farrelly, Member of BIFM Ireland Region; Stephen Welch, Chairman of BIFM Ireland Region; Danny McAuley, Member of BIFM Ireland Region.

BIFM Ireland Region launches Southern Branch

The British Institute of Facilities Management's (BIFM) Ireland Region has announced the establishment of a new Southern Branch in the Region - the Institute's first branch outside the UK.

The announcement was made by BIFM's CEO Gareth Tancred at the "Trends and Developments in FM" conference in Dublin on 23 January, 2013. The over subscribed event was attended by over 100 facilities management professionals.

The new Southern Branch aims to be fully operational by spring 2013 and will benefit thousands of facilities managers across Ireland. The branch forms part of the well-established BIFM Ireland Region, which has over 240 active members who benefit from networking and CPD events run in the region throughout the year as well as the hugely popular annual Ireland Region Conference.

Gareth Tancred said, "This new development comes in response to market demand, with many in the region looking for the professional support structures to progress themselves and the industry and Ireland. BIFM already has considerable membership in Ireland, but as an Institute we recognise the very distinct needs between the two branches. By establishing this new Southern

Branch we will be in a much stronger position to serve more facilities management professionals."

"The time is right for a new branch as demand for the kind of support we offer has grown and the committee to take on this work is taking shape."

Stephen Welch

The Chairman of the BIFM Ireland Region, Stephen Welch said, "The time is right for a new branch as demand for the kind of support we offer has grown and the committee to take on this work is taking shape."

The BIFM has nine regions across the United Kingdom, serving almost 13,000 BIFM members.

● Groups can be found by visiting www.bifm.org.uk/groups.

Check seal numbers on containers to Xingang

AsianTigers in China has advised that strict enforcement of regulations for shipments into Xingang port have the potential to cause serious delays in customs clearance and additional charges for shippers.

The company has stressed the importance of correctly recording and declaring the container seal number on shipments. Xingang customs had always required that the container seal number must be the same as shown on the bill of lading. However, recently Xingang customs has tightened up this regulation, penalising wrongly declared shipments by requiring a physical inspection of each item inside the container if the seal number is found to be different.

Shipments in which the seal numbers on the container and the Ocean Bill of Lading do not match will require re-declaring resulting in extensive delays and additional handling charges as follows:

- Re-declaration and customs clearance: USD 300;
- Customs bonded trucking fee: USD 500;
- Handling for physical inspection at Xingang port: USD 500;
- Fine for wrong seal number: RMB 2,000 (equal to USD 325).

Main shipments effected are shipments to Beijing and Tianjin. At the same time, it will also affect those shipments to Northeast China if Xingang port is chosen as the entry port.

This stringent application of the rules apply only to Xingang port and mainly affects shipments to Beijing and Tianjin, although shipments to Northeast China are also affected if Xingang port is the port of entry.



Voerman International opens Africa Service Desk

Voerman has opened its Africa Service Desk in the Netherlands to service its existing business in the whole of Africa and give the possibility for 24/7 communication and support.

The team serves as a communication and knowledge hub and provides administrative assistance. The Voerman Africa Desk was opened as a result of demand from both exiting and prospective clients. It has both relocation and removal services for its global partners and corporate accounts in every African country.

The Africa Desk is looking for the best suppliers in all markets. In markets where there is limited competition, Voerman Group will look for alternative business opportunities with other partners. African Mobility Services, for example, is in Angola and Nigeria. AMS is not only one of the newest members of the International Association of Movers (IAM) but also part of the Voerman Group. The company has plans to open more locations throughout 2013.

Simon van Krugten-Boon and Paul van de Sande run the Africa Desk at Voerman.

"With our passion for service, we find new ways to surprise and delight our customers," said Simon. Paul added: "We give the best service you can think of for your move from or to Africa!"

● For more inquiries regarding tariff rates and customs procedures contact: rates@africamobilityservices.com



● Siim Kallas is seeking to break a vicious cycle preventing greater use of electric vehicles.

EU action on charging points to encourage electric vehicles

The EU transport commissioner Siim Kallas has floated the idea of the EU legislating to oblige member states to provide more charging points for electric vehicles.

The proposal came as part of a 'Clean Power for Transport' package launched last month that looks to encourage a greater take-up of alternative-fuel vehicles by the public. With the EU looking to reduce transport emissions by 60% between 1990 and 2050.

But alternative fuels such as electricity and hydrogen are being held back by low public acceptance mainly due to the high retail price of the associated vehicles and a lack of charging stations. Kallas' proposal for member states to have targets for a minimum number of charging points is aimed at breaking a vicious cycle. Many motorists currently do not dare to buy an electric car because there aren't enough charging points, yet because there

are so few electric cars, there is no incentive to provide more charging points.

Kallas also wants to set targets for electric vehicle charging stations and for both liquefied natural gas (LNG) and compressed natural gas (CNG). The recommendation for CNG is for refuelling points every 150km, while for LNG it would be every 400km along the trans-European network priority routes.

The clean fuels strategy also proposes harmonised technology. It recommends the two-pin German plug for electric vehicle charging points, simply because it is the most widely used. This news will be unpopular in France, which uses a different type of plug which would not be compatible.

● Source: FEDEMAG

Juan and Tomas take home an Oscar

Bekins Moving Solutions based in Chatsworth, California has been moving Oscar statues for the Academy of Motion Pictures Arts and Sciences for over 20 years. The statues and the famous red carpet used to be stored with Bekins until the Academy moved into larger premises back in the mid 90s. Since then the crews have arrived every February to escort the life-size Oscars and the red carpet to the show site on Hollywood Boulevard, returning them safely the following day.



● Crew members Juan Yopez and Tomas Mendez.

Got an event coming up?

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



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REPORT: INTERNATIONAL MOVERS CONVENTION

Not your average kind of convention

It was a treat to travel to Bangkok, partly because I had never been to Thailand and also because I had been led to believe that the IMC Convention was nothing like any I had been to before. I was not disappointed on either count.

Report by Steve Jordan.



At first sight, as I swept down in the car from the airport, Bangkok looks like any other big city: high rise buildings, McDonalds posters, and wall-to-wall cars. You could be almost anywhere. But step out of the car and the average westerner realises that this is no ordinary place: 37°C and sights and sounds distinctly Asian see to that.

But I was here for a convention, one that was only in its second year, and with a participation list that was largely unfamiliar to me. This was already setting itself up for something different.

The first IMC convention last year had attracted only 50-plus people. This time there were more than twice that number so it was clear that good things had been said by those who had attended previously. As I was to discover, there was no wonder they were impressed.

The event was organised by Andrew Rosemeyer of Global Corporate Relocations in Madrid and Patrick O'Donnell from Links Moving in Hong Kong. Right from the outset the guys and their organising team made sure everyone was welcome. At the opening reception

"I was pleasantly surprised by the convention. I went there not really expecting much from it and was impressed by the professional organisation as well as the quality of the contacts made. I will definitely be going back next year."

Andrew Smith, NM Europe.

at the stunning Plaza Athénée, Royal Meridién Hotel, nobody was left out, everyone was included and Dermot Whelan from Links Moving made a point of welcoming everyone formally. No awkward cocktail party conversations here, just very relaxed, friendly and

superbly efficient. The food was pretty good too but, in Thailand, what would you expect.

But it was not until the following day that the real difference between IMC and the other conferences showed. After the briefest of roll calls, and similarly concise introductions from Andrew and Patrick, the plenary room was unset and replaced with around 70 numbered tables for one-to-one meetings scheduled over the forthcoming three days. This sounds like a recipe for organisational disaster but, thanks to some fancy software and

REPORT: INTERNATIONAL MOVERS CONVENTION

Welcome to IMC 2013

"I want to thank you for arranging a beautiful platform called IMC, it was really great and all appreciation to you and your team, they were really amazing and very helpful."

Byiju Daniel, Masstrans freight, Dubai.

Andrew Rosenmeyer, who opened the IMC Convention, introduced what he called 'The Pioneers', the people who had attended the first IMC convention last year. All had returned to Bangkok because they had secured significant business from the previous convention. What better reason?

Andrew gave particular thanks to Amito Li and Véronique Bonnet who have been vital members of the organising team.

Patrick O'Donnell introduced the delegates to some of the organisational tools available through IMC's website and the business partners with

whom IMC is currently working. He said that IMC had around 1,300 members which made it one of the largest networks of movers on the planet. Membership fees would be kept to zero for the forthcoming years with members being required to pay only for the tools they used. Patrick explained that the intention was to continue to increase the membership base.

● Patrick O'Donnell, right and Andrew Rosenmeyer.



"I enjoyed the conference, after the first two hours I was writing to the USA and letting them know that I was very impressed by the information provided and the structure of the conference. I enjoyed the one on one sessions and was very impressed with the desire of all of the participants to communicate that their first concern is to 'take care of the customers'. It was refreshing to see the innovation going with the participants and the willingness to share best practices. Thank you for including me!"

Myrla Lance, Graebel, Singapore.

diligent attention from the girls at the conference desk, it went like clockwork. People booked upwards of 30 individual meetings over the three days. There was no rush, no panic, very little noise, no searching for people in foyers or looking over shoulders for potentially more interesting victims and, amazingly, very few no shows.

The one-to-one sessions were each for 30 minutes at a time during which everyone had the undivided attention of their partners. People really had the chance to find out what people did, what they needed and whether there was any common ground. It really worked. I defy anyone to go through three days of that and not find someone to do business with. Even seasoned conference networkers said they made valuable contacts that they would not have believed possible.

However there was still plenty of time at the social events, coffee breaks and free evening for more traditional networking. Nobody felt short changed.



Speaking to people on day three, everyone was delighted with the convention, impressed by the faultless organisation, and already planning their return visits. If you didn't make it this year, scratch out 19-20 February, 2014, in your diary, the dates are not confirmed yet so don't book a flight, but you really don't want to miss it. It's unlike anything you have ever done before and Bangkok is unlike anywhere else you have ever been before. I guarantee.



REPORT: INTERNATIONAL MOVERS CONVENTION



Getting to know people

The first night at IMC was all about getting to know people. The Royal Méridian Hotel prepared a classic Thai buffet dinner on the terrace overlooking the characteristically ethnic swimming pool and the cityscape. It was the perfect venue to allow everyone to relax in an informal way, get to know each other, and take in the feel of, what for many was, an unfamiliar city.



Dining Thai style

The main social event of the IMC conference was a dinner held at the heritage home of M.R. Kukrit Pramoj, the son of a Thai prince, the founder of the country's first political party and the country's Prime Minister from 1975-76.

Kukrit Pramoj lived a diverse and interesting life. He was educated at Trent College, Oxford and read Philosophy, Politics and Economics at Queen's College, Cambridge. He fought in the East Asia War, founded the Progress Party in 1945, worked as a journalist and banker, was an accomplished master of Thai Classical Dancing, a writer of over twenty books, and became a Hollywood actor starring opposite Marlon Brando

in the 1963 film, *The Ugly American*.

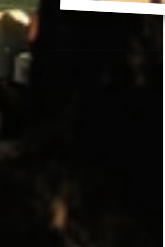
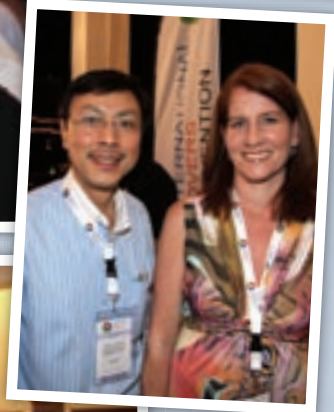
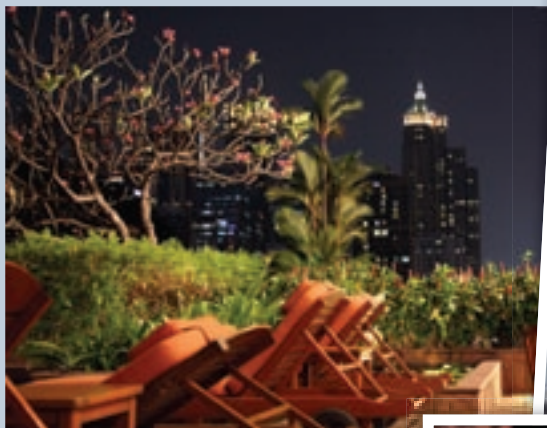
In 1975, Kukrit Pramoj formed the Social Action Party and became Prime Minister on 14 March, 1975.

His heritage home is a collection of traditional Thai houses that has been brought from elsewhere in Thailand over 20 years. It features traditional Thai miniature trees, similar to Japanese bonsai; a large collection of fine art and valuable items collected over many years of public life.

The IMC party was treated to free access to the home and gardens, a traditional Thai dinner, and a beautiful display of Thai dancing that added ambiance, colour, glamour and culture to what became a perfect evening.



REPORT: INTERNATIONAL MOVERS CONVENTION



NEWS: INTERNATIONAL

CROWN WORLDWIDE MOVES TO NEW PREMISES IN SAN FRANCISCO

Crown Worldwide Moving & Storage in California is moving its Los Angeles operation from San Leandro to a new, larger facility within the city.

The move is to provide the company with the facilities it needs to handle the growth of its businesses well into the future.

The new 60,000ft² facility is located at 4550 Wineville Ave, Lorna California. It has 1.8 million ft² of storage space increasing the company's storage capacity by 300%.

"We're excited," said Crown Worldwide CEO Robert Bowen. "With this expansion, Crown is well positioned to handle the growth in our household goods, commercial moving, health care, hotel and logistics business for the foreseeable future. We are pleased to be providing our customers with this first class facility to safely store and protect their possessions and products."

The facility features easy access to major freeways, 14 loading doors with dock levelers, the latest ESFR sprinkler system, state-of-the-art alarm and camera surveillance systems. The move was scheduled to take place on March 1, 2013.



● Kenworth trucks from the 1920s, and the latest offering.



Kenworth Trucks celebrates 90th anniversary

It all began in 1923 when Harry W. Kent and Edgar K. Worthington incorporated the Gersix Motor Company as 'Kenworth'. The company name was formed from a combination of letters from the founders' last names.

That first year, the small Seattle truck manufacturer produced 78 six-cylinder, gasoline-powered trucks.

Since then, Kenworth has produced more than 900,000 vehicles.

Kenworth's success and staying power in a competitive business can be traced back to a philosophy established early in the firm's history. The goal was to build the right Kenworth truck for each customer's application and to build that truck to last.

Kenworth was the first US truck manufacturer to install diesel

engines as standard equipment in 1933 and sold the first sleeper cab in 1936.

"Over the past 90 years, Kenworth has played an essential role in the development of trucks that are fuel efficient, productive and economical to operate," said Gary Moore, Kenworth's General Manager. "It's the foundation that began when Harry Kent and Edgar Worthington incorporated the Gersix Motor Company as 'Kenworth' in 1923, and delivering trucks that provide exceptional performance continues today."

Profits up in 2012 for Maersk

Maersk, the world's biggest shipping line, delivered a profit of USD 4bn in 2012, approximately USD 300,000m higher than the company's own projections in November last year. Its Return on Invested Capital (ROIC) was 8.8%.

"We are satisfied with our result for the year," said the company's CEO Nils Smedegaard Andersen. "After a difficult start, Maersk Line improved its performance and the Group achieved a result above last year's, both in terms of net result and in underlying performance. We continued our push towards building our four strategic core businesses with investments and improved results in terminals, a high level of oil exploration in Maersk Oil, securing long-term contracts for five of our seven new drilling rigs and significantly improved earnings in Maersk Line."

"After a difficult start, Maersk Line improved its performance and the Group achieved a result above last year's..."

Nils Smedegaard Andersen



Beverly Smyth is guest of the President

Beverly Smyth was recently invited to a reception by Michael D. Higgins, the President of Ireland, at Áras an Uachtaráin (House of the President).



● Rob Gilbert of Beverly Smyth pictured with President Michael D. Higgins and First Lady of Ireland Sabine Higgins.

The company assisted Ireland's first president, Douglas Hyde, with his move to the Áras an Uachtaráin in 1938 (then known as the Viceregal Lodge), and has provided moving service to all eight succeeding presidents including President Higgins.

Prior to Douglas Hyde's residency at Áras an Uachtaráin, the house had few inhabitants. Constructed in 1751 by Nathaniel Clements, and known then as the Park Rangers Lodge the building changed ownership in 1782. It was acquired for use as a summer residence by the British Lord Lieutenant of Ireland and became known as the Viceregal Lodge.

In 1937 The Irish Constitution established the Office of the President of Ireland. Hyde renamed the House, Áras an Uachtaráin and it became Official Residence of the President of Ireland.

Aside from the many state functions held in Áras an Uachtaráin, over 100,000 citizens and foreign dignitaries are welcomed by invitation to the house each year. Such diverse guests as, US President John F Kennedy, The Holy See Pope John Paul II, US President Ronald Reagan and HRH Queen Elizabeth II visited in 1963, 1979, 1984, and 2011 respectively, all of whom were assisted by Beverly Smyth with transferring offices and gifts to and from Ireland upon the occasion of their visits.



2 X 2010 Mercedes 1843 Axor
2 man sleeper. Air con.
Air suspension.
5 container body. New paint.
New MOT.



2008 Mercedes 1324
Double sleeper cab.
2,000 cube box body.
Tail lift if required.



2009 Mercedes 816
High roof sleeper.
New 2 door dropwell
with all ramps and table.



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- Cab valet
- Warranties to vehicle and body



4 X 2008 Mercedes 1843
High roof sleepers. Euro 5
engines. 5 container bodies
with dropwells and false floor.
Aluminium ramp and side table.



2010 Daf LF 160
3 container body. 2x side doors.
Dropwell. 150,000 kilometers.
Aluminium ramps and side table.
New paintwork.



3 X Mercedes 1324s and 1218s
Double sleepers. Euro 4.
Having 4 door grp dropwells
fitted. All ramps and side tables.
Side skirts & belly lockers.



Euro 5 2009 Daf CF220
3 man sleeper with pod.
5 container body. Air suspension.
Aluminium ramps and side table.
Belly locker, etc. Ready to go.



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NEWS: INTERNATIONAL

O'Neil Software conference 18 – 20 September

O'Neil Software has announced that it will be holding a customers conference from 18-20 September, 2013, at the Hilton Waterfront Beach Resort in Huntingdon Beach, California. The conference is open to all O'Neil customers and is designed to address the changing records storage and management industry and convert that change into an asset instead of a liability.

"Technology seems to be moving at the speed of light these days," said Ian Thomas, Executive Vice President of O'Neil Software. "Every next generation comes around a lot faster than it used to and what's new today often seems

to be replaced by something even newer and better tomorrow. Technological advances open up new opportunities for record centre productivity and profitability and it's our job to keep our valued customers informed as to how to use these technological advances effectively, so they can do more with less and compete in a larger playing field. So a top priority for this conference will be to educate our customers to show how they can become the future leaders in their industry."

The conference will also sponsor a children's charity, yet to be announced. Last year the company sponsored the Make-A-Wish Foundation®.

Teddy bears for Sandy Hook children

AIReS in Pittsburgh has been collecting teddy bears to give to the surviving children from the tragedy at the Sandy Hook Elementary in December last year.



Many people across the country were looking for ways to help the community start to

heal and Leah Wagner, a relocation specialist at AIReS, overheard coworkers discussing how they wished there was some way to help.

Ms. Wagner learned through a friend that CBS Radio and local station Y108 were holding a drive to collect teddy bears to send to the children and first responders in the Sandy Hook community. Gaining the support of management at AIReS, she coordinated a week-long drive at both of the company's Pittsburgh branches.

"Firemen, police officers, ambulance crews, therapists and child psychologists, and other professions who work with children in a time of crisis often have stuffed animals in their vehicles, even their personal cars, in case a situation presents itself where a child needs comforting," Ms. Wagner said in an e-mail to staff at both the Corporate and Central Regional Offices.

After five days, the staff at AIReS collected over 200 teddy bears for donation, including a box of AIReS Cares bears donated by the company.



● Top: some of the bears collected by AIReS and above, Leah Wagner.

Cash donations were used to create a unique additional charitable tie in, and were used to purchase teddy bears being sold by a local retail jeweller to benefit St. Jude's Children's Hospital.

The credit all belongs to the team at AIReS," said Leah. "I may have sent the initial e-mail, but our staff's generosity is what made this a success."

CBS radio collected over 6,500 bears, more than needed or imagined. Donations were split between Sandy Hook and causes in the local Pittsburgh community.



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London, but...**

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our OWN vehicles**

The White & Co Mystery Mover



Now this is a blast from the past. There is a small clue in the background but do not let that distract you. Who is the fresh-faced young man who seems to be attracting the attention of the Asian beauties? The first correct answer received at *The Mover* office will receive a beautiful White & Company Red and Black watch as a prize to treasure forever. Please send your answers to: steve@themover.co.uk.

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FEATURE: MATERIALS HANDLING



Materials Handling

HMRC getting tough on warehouse keepers - page 28

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Fuel savings prove compelling for Davies Turner - page 29

Life on the frontline at Matthew James Removals & Storage - page 29

Britannia Premier Removals appoints crate hire company PPS Midlands

Britannia Premier Removals, part of the UK's largest independent moving group Britannia Movers International, has appointed crate hire specialist PPS Midlands to support it with its comprehensive range of removal and storage services.



● Left to right: Joanne Moss of PPS, Martyn Jones of Britannia Premier Movers and Doug Venables of PPS.

PPS Midlands is based in Measham in Leicestershire, just down the road from the Burton-on-Trent site that provides Britannia Premier Removals with facilities offering storage capacity in excess of 30,000ft². From there, Britannia provides the region with a full range of services that include all aspects of removals including transit packing materials, storage, self storage and distribution.

Following positive discussions, the two local companies have now formed a working partnership to enable them to service the local area. Martyn Jones from Britannia

Premier Movers said, "Since working with PPS we have found them to be professional and very helpful on all transactions to date. It's great to be dealing with a friendly business that delivers service with a smile."

Joanne Moss commented on behalf of PPS Midlands, "The company prides itself on the high quality of service it provides to customers and we are really excited by this new development supplying plastic removal crates to such a well-regarded and established company as Britannia Premier Removals."

● www.officemovescrates.co.uk.

Eye-catching Thorough Examination campaign launched

You wouldn't wear half a suit ... but every year thousands of companies get stitched up by accepting half a Thorough Examination of their fork lift trucks, according to research from Consolidated Fork Truck Services (CFTS) – the body behind the industry's Thorough Examination standard.

Last month's International Materials Handling Exhibition (IMHX) saw the launch of a major national campaign warning fork lift truck managers of the dangers of so-called 'Thorough' Examinations that only cover a truck's lifting parts and promises to use surprise tactics to shock managers out of their complacency.

According to CFTS, many examinations still only test a fork lift truck's lifting components, neglecting safety-critical parts like steering and brakes.

It is hoped the eye-catching 'half measures' campaign will capture companies' attention, after CFTS research showed that the majority of managers are completely unaware of this widespread threat.

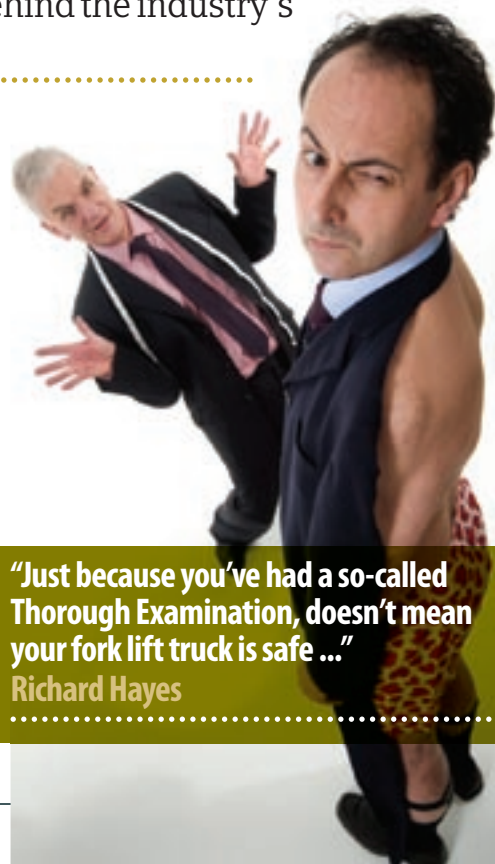
CFTS believes the problem, which affects tens of thousands of sites, to be particularly prevalent where Thorough Examination is arranged as part of an

annual insurance inspection.

Technically, inspecting lifting parts only does fulfil minimum obligations under LOLER 98 lifting regulations. However, companies remain open to prosecution under PUWER 98 rules if the vehicle as a whole is found to be unsafe.

CFTS is the national Thorough Examination standard that covers the entire fork lift truck.

"Just because you've had a so-called Thorough Examination, doesn't mean your fork lift truck is safe," said CFTS Chairman Richard Hayes. "Managers need to be on top of what's being checked and – crucially – what isn't, because it's you who's liable. That's why it's essential to insist on a CFTS-accredited Thorough Examination. It's the national standard guaranteed to test the whole truck. It's the positive way to be sure you're covered for both LOLER and PUWER, and, ultimately, that the truck really is safe to use."



"Just because you've had a so-called Thorough Examination, doesn't mean your fork lift truck is safe ..."

Richard Hayes

FEATURE: MATERIALS HANDLING

HMRC getting tough on warehouse keepers

There is growing evidence that HM Revenue & Customs (HMRC) has begun a campaign to target warehouse keepers and hauliers who may unknowingly be handling excise goods on which the duty has yet to be paid.

The United Kingdom Warehousing Association (UKWA) is warning that any company found guilty of storing goods on which duty is outstanding could face 'financial ruin' – even if the storage company was unaware that duty had not been paid.

"While HMRC has had the authority to assess anyone for duty on goods illegally diverted from bonded movements who was 'aware or should reasonably have been aware' of the diversion at any point in the supply chain since 2010, action has been spasmodic," said Alan Powell of Alan Powell Associates, UKWA's honorary adviser on Customs & Excise Matters. "However HMRC is deploying more officers to investigate excise goods supply chains. As a result, we are now increasingly seeing third-party service providers, including hauliers, warehouse keepers and lease holders of property, such as barns and outbuildings, being penalised by HMRC as a result of their involvement with businesses that have evaded duty on alcohol and then absconded – so called 'missing traders'."

Anyone found to have held or dealt in duty-unpaid excise goods, can be fined up to 100% of the duty evaded. "HMRC had been slow to apply what are called 'excise wrong-doing penalties' but are now vigorously applying them," said Alan. "As a result, many small and medium-sized companies are facing unexpected bills and penalties from HMRC of hundreds of thousands of

pounds. In simple terms, if an organisation has been involved at any stage in the supply of goods that have been illicitly diverted from a bonded supply chain, that organisation could be liable for duty – even if that organisation is not directly responsible for the diversion. Essentially, anyone handling duty-unpaid product is classed as being 'contaminated' within the supply chain and assessed for the duty."

"In simple terms, if an organisation has been involved at any stage in the supply of goods that have been illicitly diverted from a bonded supply chain, that organisation could be liable for duty ..."

Alan Powell

In one particular case, a storage company is facing a duty bill for nearly £100,000 after HMRC inspectors found duty-unpaid alcohol stored at the company's site.

"The storage company was simply unaware of the risks involved in handling loads of duty-unpaid alcohol and the director of the company to whom they leased the space has disappeared," said UKWA's Chief Executive Officer, Roger Williams.

● **For further advice please contact UKWA on 0207 836 5522 or visit www.ukwa.org.uk.**



● Top: tobacco recycling; above: seized alcohol.

Extra time for UKWA chairman

The United Kingdom Warehousing Association (UKWA) has announced that its chairman, John Maguire, will continue in his post for an extra year.

Traditionally, the chairman of UKWA has served in the role for a period of two years and John, who took up the position in July 2011, was due to hand over the reins this summer. However, he will now continue until July 2014.

"The Association is seeking a

period of continuity and we are delighted that John has agreed to continue the excellent work he has started for another 12 months," said UKWA Chief Executive Officer, Roger Williams.

John Maguire, who is Sales and Marketing Director of the articulated forklift truck

specialist, Flexi Narrow Aisle Ltd, commented: "I am very happy to be committing to my role with UKWA for another year. We believe the Association is entering an exciting phase in its development and I am pleased to be playing a part in the evolution of an organisation with such a long and proud tradition."



● John Maguire.



● Jungheinrich's TFG truck.

Fuel savings prove compelling for Davies Turner

Davies Turner has replaced its fork lift fleet with the new Jungheinrich TFG Hydrostatic range, significantly reducing its fuel costs.

A mixed fleet of materials handling equipment had operated across two storage units but the company recently took the decision to switch to a single supplier and, following a competitive tender process, Jungheinrich was awarded the contract to supply new counterbalanced and powered pallet trucks.

15 gas-powered counterbalanced and seven ride-on pallet trucks are now in operation at the Dartford facility undertaking a broad range of handling duties.

With the counterbalanced trucks required to work around the clock, seven days a week, gas was the obvious choice of power source for Davies Turner, as the company's Warehouse Manager, Paul Scoble, explained: "In many ways we would prefer to run electric powered fork lifts, but trucks used as intensively as we use them need a regimented charging regime which, in truth, we would struggle to adhere to. This would lead to problems with the batteries so we went for gas."

The counterbalance trucks chosen were models from the Jungheinrich TFG Hydrostatic range with impressive fuel consumption statistics.

"... the fuel efficiency of the Jungheinrich TFG trucks and our previous experience of dealing with the company were compelling reasons to invest in a Jungheinrich fleet ..."

Alan Williams

Jungheinrich were able to demonstrate that over the course of 2,000 hours of typical operation, the trucks save some £2,000 in fuel costs in comparison with similar capacity counterbalance trucks. For sites – such as Davies Turner's Dartford facility – where a large fleet is in operation, the savings are extremely significant.

The new trucks at Dartford are proving to be some 40% more fuel efficient than the models they replaced. "We were offered cheaper deals but the fuel efficiency of the Jungheinrich TFG trucks and our previous experience of dealing with the company were compelling reasons to invest in a Jungheinrich fleet," said Alan Williams, a Director of Davies Turner.

LIFE ON THE FRONTLINE

Steve Thompson

Matthew James Removals & Storage

Steve Thompson is Warehouse Manager at Matthew James Removals & Storage in Erith, Kent and has been driving fork lift trucks for over 20 years. He is responsible for the movement of goods within the company's self storage facility and the loading and unloading of crates for shipment to Spain and other international destinations.

"It's important to make sure the truck you are using is suitable for the job," said Steve. "All trucks have a plate showing the weight they are designed to lift and height they are designed to lift to, and you need to make sure you're working within those limits. You also need to keep an eye on the height of the masts, and make sure the forks are kept at a suitable height, especially when you're working in confined spaces."

"...being aware of what's going on around you and generally keeping a sharp look out for other people and vehicles is vital..."

Steve Thompson

Perhaps surprisingly there is no official DVLA driving test or licence required to drive a fork lift, but training, tests and regular assessments are carried out by appointed agencies or in the case of larger companies, in-house safety officers, to make sure standards are maintained in accordance with Road Transport Industry Training Board regulations. The assessment

takes the form of a written multiple choice questionnaire followed by a practical exercise, which the driver will be expected to complete in a timely and professional manner.

According to a report by the Fork Lift Truck Association in 2011, fork lift trucks are still the most dangerous type of workplace transport, although the number of serious accidents has fallen during recent years. In 2009/10 five British workers were killed, down from 16 in 2006/7. However, there were still 369 serious accidents – where a worker suffered life threatening or potentially life-changing injuries – recorded during the same period.

"Apart from the weight and height issues, being aware of what's going on around you and generally keeping a sharp look out for other people and vehicles is vital when it comes to safety," said Steve. "You need to be alert the whole time if you're going to avoid accidents."



● Steve Thompson has been driving fork lift trucks for over 20 years.

NEWS: ON THE ROAD

RHA and FTA members get 'cheap' fuel

Members of the Road Haulage Association and Freight Transport Association now have exclusive access to discounted fuel through a new joint fuel card from The Fuelcard Company.

The new card can be used on any Keyfuels site which cover one in five of all UK fuel stations nationwide. There is also a smartphone app to help drivers find the nearest site and if they wish, download the information directly to a satnav system. Many of the sites offer dedicated HGV fast flow pumps and a third have capacity for HGVs up to 44 tonnes. Members will receive a weekly fixed price based on the bulk fuel market.

In addition, users will have access to The Fuelcard Company's online fuel management systems allowing them to keep a careful eye on every penny they spend on fuel. Administration is also significantly reduced, with all transactions listed on a single, VAT-approved EU 6th Directive compliant e-invoice, meaning no more need for piles of receipts and cash claims.

The card is free for the first year and there's no contract to sign.

● For further information go to www.ftafuel.co.uk.



● A typical charging point, in Milton Keynes city centre.

UK government announces £37m funding to help motorists get plugged in

Electric vehicle drivers are set to benefit from a £37m funding boost that will see the roll-out of thousands of new domestic and on-street chargepoints as well as new charging facilities at railway stations.

The new funding package announced in February comes from the government's £400m commitment to increase the uptake of ultra-low emission vehicles and provide 75% of the cost of installing new chargepoints.

Mike Baunton, SMMT (Society of Motor Manufacturers and Traders) Interim Chief Executive said, "SMMT and its members are pleased to see government investing in the infrastructure for low and ultra-low carbon vehicles that will help strengthen the use of this technology in the UK. It is essential that there is a joined-up approach to supporting the users of plug-in vehicles by

government, local authorities, infrastructure providers and the automotive industry so that motorists can experience the benefits of electric vehicle technology."

Transport Secretary Patrick McLoughlin said, "This investment underlines government's commitment to making sure that the UK is a world leader in the electric car industry. Plug-in vehicles can help the consumer by offering a good driving experience and low running costs, they can help the environment by cutting pollution and, most importantly of all, they can help the British economy by creating skilled manufacturing jobs in a market that is bound to get bigger."

What will the full funding package include?

- Up to £13.5 million for a 75% grant for homeowners in the United Kingdom wishing to have a domestic chargepoint installed;
- An £11 million fund for local authorities in England to:
 - Install on-street charging for residents who buy or already have a plug-in vehicle but do not have off-street parking – authorities can apply for up to 75% of the cost of installing a chargepoint;
 - Provide up to 75% of the cost of installing rapid chargepoints in their areas around the strategic road network.
- Up to £9 million available to fund the installation of chargepoints at railway stations;
- Up to £3 million to support the installation of chargepoints on the government and wider public estate by April 2015;
- A commitment to review government buying standards (mandatory for central government departments) to lower the fleet average CO₂/km of new cars and encourage the uptake of plug-in vehicles in central government.

● Source: FEDEMAC

Scania Driver Training invests in eight new vehicles

Scania Driver Training has invested in eight new trucks for its UK driver-development fleet. The new vehicles comprising four rigid and four articulated units, will provide pupils with state-of-the-art equipment in which to learn to drive a truck.

"Driver Training is a key element within Scania's product portfolio and we constantly strive to improve and develop our service by investing in vehicles, instructors and the infrastructure which supports them," said Mark Agnew, Driver Development Manager for Scania (Great Britain) Limited. "This

latest investment follows our securing of on-going training agreements with a number of high profile national operators. In addition to fulfilling their needs, our enlarged fleet has been created to assure existing and new customers of the best possible training experience."

Scania provides a UK-wide driver training service spanning licence acquisition, Driver CPC and a host of related ready-made and bespoke courses, including a number of Train the Trainer options for larger fleet operators. Training is available nationwide and can be



● Scania Driver Training's new trucks.

provided either on the operator's premises or at one of Scania Driver Training's own UK training centres.

● Further information can be found at www.scania.co.uk/learntodrive or by calling 0844 800 9131.

Happy 10th birthday London Congestion Charge

The Freight Transport Association (FTA) sent happy 10th birthday wishes to the London Congestion Charge on 17 February but is calling on the powers-that-be to extend the celebrations by offering the gift of free access to essential users.



Appealing on behalf of its members FTA is asking Transport for London (TfL) – (the organisation responsible for the Congestion Charge) to re-think the Charge on freight operators who have no option other than to use the city's roads and congestion charge zones. Introduced on 17 February, 2003, the London Congestion Charge included the whole of the City of London, the financial district, and the West End, London's primary commercial and entertainment centre, and remains today as one of the largest congestion charge zones in the world.

"FTA believes that the Congestion Charge is purely a tax on deliveries and its focus should be to deter discretionary or non-essential journeys ..."

Natalie Chapman

For London businesses to thrive, to be at the centre of the world economy and to attract tourists, the capital is dependent on the thousands of deliveries made to shops and businesses every day, and FTA is asking TfL to recognise that this inevitably leads to an essential requirement for goods vehicles to

enter central London which are subject to the Congestion Charge.

Natalie Chapman, FTA Head of Policy London said, "Whilst traffic has now risen back to pre-charging levels, there is no doubt that congestion in central London would be far worse without it. However, FTA believes that the Congestion Charge is purely a tax on deliveries and its focus should be to deter discretionary or non-essential journeys where there is an option to choose an alternative time or to use public transport."

FTA states it fully recognises the aim of the Congestion Charge but considers it to be a 'tax on deliveries' as in many cases the delivery driver has no choice but to enter the Congestion Charge zone.

With no charge-free breaks available in the daytime to encourage deliveries to be made outside of rush hour, the Association is appealing to TfL to consider all available options for providing discounts and exemptions for goods vehicles.

DON'T DRIVE SO CLOSE TO ME!

Simon Elstow, Head of Training at IAM Drive & Survive offers his tips for avoiding conflict on the road.



▲ The things that other drivers do that annoy you are usually mistakes, not deliberate. Give them the space you would like yourself to sort an error out.

▲ The horn is there simply to get others' attention and let them know that you are there. If someone else uses it to express annoyance, don't join in, just let it pass.

▲ If you spot an oncoming vehicle approaching which still has its full beam on, consider that this is probably a case of forgetfulness on the part of the driver – retaliating by switching your full beam on would only increase risk.

▲ Set an example by giving way at busy junctions or allowing traffic to merge into your lane when necessary – for example, at a motorway junction.

▲ If another road user is driving threateningly, try to maintain extra distance between your car and theirs. Try not to react by accelerating, braking or swerving suddenly, as this will reduce your car control, and probably wind up the other driver.

▲ Planning as far ahead as possible puts you in the best stead to predict other people's actions and mistakes on the road, allowing you to cope with them more easily.

▲ Even the best drivers make mistakes, so try and cut people some slack when they do so. Road rage doesn't improve the situation, and puts you, your passengers, and other road users around you at risk. The best thing is to stay calm and continue to drive sensibly and not to worsen the situation.

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INSIGHT: AGENT-TO-AGENT RELATIONSHIPS



Agent or customer?

The agent-to-agent relationship is fundamental to international relocations. But who's the customer and who's the supplier? Can you tell the difference? By Ryan Keintz, President, GRIP Inc.

The shipment is our agent's booking." The preceding statement is based on an illogical syntax which is common in our industry, and I dare say it is potentially harmful to your business. Most simply, if the shipment is the "agent's" booking, then by definition they are not acting as your agent. Rather, you are acting as their agent. Admittedly this is a linguistic pet peeve of mine, but is it pointless semantics? Not in my opinion.

Allow me to illustrate from personal experience. I came into the international relocation business straight out of university, starting at the US headquarters of one of the largest brands in the industry. I was in a coordination team for "US-booked" corporate account business. We of course relied on a global network of agents to service our clients. The relationship was clear: as the "booker" of the business, we were the agent's customer, and had a rightful expectation to be treated as such.

Now let me tell you that just down the hall were the questionably-named "foreign-booked" team, where our office served as provider of US origin/destination services on bookings from our global partner network. In other words the customer-supplier relationship was reversed on opposite ends of the hall ... in theory at least. In reality, the coordinators in the

foreign-booked team (many with previous US-booked team experience) seemed to retain a paradigm in which the overseas booker was still regarded as their agent, existing to serve them, rather than treating that booker properly as the customer.

This was evident not only through behavior, but also through the usage of the term "agent" as per the opening statement. Through the rest of my career elsewhere in the US and Europe, I've noticed this phenomenon is widespread. No doubt this is due in large part to our industry's reciprocal trading nature which blurs the buyer-supplier paradigm. We are perpetually exchanging hats of booker vs. agent in terms of role, but often neglecting to properly shift labels and recognition accordingly.

I suggest that our reciprocal relationships may at times become too familiar and taken-for-granted. It is completely understandable, I don't condemn it. However, my opening point is not for mere semantics. The ubiquitous and sometimes backwards use of the term "agent" can contribute to our industry's lack of recognising each other as valued customers. More importantly, proper terminology can be a useful teaching point for internal customer service discipline.

Where the mind goes, the body (or actions) will follow. If your coordination staff uses the label "agent" in place of

The ubiquitous and sometimes backwards use of the term "agent" can contribute to our industry's lack of recognising each other as valued customers.

the more appropriate terms "booker, client, or customer", it is very likely their regard for that party will follow suit. This mindset on the frontlines is disconnected from the sincere gratitude and sense of partnership which is shared at the management level and seen at annual conventions. Your valued reciprocal partnerships are jeopardised when your customer (the booker) is not wowed or at least satisfied by the treatment from your coordination staff who regard them possessively as "our agent".

This is not to focus blame on coordination staff. This is ultimately a matter of leadership, carried out in the form of promoting proper terminology within your organisation. The opening statement is better said "The shipment is our customer's booking". More than mere semantics, I can think of no more important verbal distinction which highlights the central reciprocal dynamic of our industry, and can help perpetually instill the appropriate mindset among your staff.

Ryan Keintz

Ryan is co-Founder and President of GRIP Inc, creator of the PricePoint software application (www.griprocure.com) which enables international moving companies to access truly instant online OA/DA price quotes from its global network of preferred agents.

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NEWS: PEOPLE

Laura McCrea joins Oman-Beverly Smyth Group

Laura McCrea has joined Oman-Beverly Smyth to manage the Belfast operations. She will also look after business development and client relations.

Laura established the Sentry brand for Suddath International under Quinn Bell and Bob Duross. She was with Sentry/Suddath for ten years before deciding a change was necessary and moved to the corporate world of banking where she spent five years working with Citi Group.

Laura returned to Ireland three years ago to share in the caring responsibilities for her mother. "Family is all important," she said.

Paul Quinlan, from Oman-Beverly Smyth commented: "We look forward to working with Laura who brings a great deal of valuable experience with her. We are very excited about her arrival."

Two new staff for Asian Tigers Mobility Korea

Asian Tigers in Korea has announced that both Stani Zimmer and Laszlo Vajda have joined the company.

Stani is Director of Sales & Marketing, Moving Services; Laszlo is the Director of Business Development, Moving & Relocation Services.

Stani originally comes from Bulgaria and has a background in the airline, travel and customer service industries. She is fluent in five languages (Bulgarian, German, Russian, Polish and English) and has lived in various countries across Europe and Asia. Joseph Song, CEO, said that Stani will bring, "A fresh outlook and cultural diversity into her new role within the expat community in Korea."

Laszlo is not new to the industry having previously worked with Voerman-Rynart, Interdean and Allied Pickfords, where he

Stani originally comes from Bulgaria and has a background in the airline, travel and customer service industries.

successfully honed his skills in business development and corporate account management. He too has lived in various countries in Europe and the Middle East and says he is eagerly looking forward to working with Asian Tigers Mobility and helping the company grow.



● Top: Stani Zimmer; above: Laszlo Vajda.

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Pauline Wentzel joins Felix in Singapore

Pauline Wentzel has joined Felix Relocations in Singapore as the company's Corporate Manager.

In her new role Pauline will be supporting Steven Raj as a point of contact for international enquiries, agent relations and organisational memberships.

Pauline is German and has previously worked within the industry in Beijing and Shanghai as a relocation consultant with Santa Fe which has given her a wide range of experience of working with international accounts, expatriates and overseas agents. She was born in Siegen, between Frankfurt and Düsseldorf, and moved to Berlin to study for her business degree. Since then she has travelled widely throughout Southeast Asia. Pauline is fluent in English and says she speaks decent conversational Mandarin and Chinese.

"I am really looking forward to serving our clients and partners worldwide, and contributing to establishing Felix Relocations as a quality mover in the market," she said.

"I am really looking forward to serving our clients and partners worldwide, and contributing to establishing Felix Relocations as a quality mover in the market."

Pauline Wentzel



Born to be drugged, hunted and shot. Fair game?



Kimba was a tiny cub, just two days old, when he was taken from his mother and hand-reared for the savage 'sport' of canned hunting. South Africa's canned hunting industry is the most extreme and barbaric form of trophy hunting, and it's on the rise. When the price is right, lions are locked in caged enclosures with nowhere to run – sometimes even drugged beforehand – and shot by trophy hunters. These blood-thirsty tourists are prepared to pay extravagant fees to kill a lion, and males with an impressive mane can fetch up to £37,000.

Kimba was one of the lucky ones. Although he'd already been offered as a trophy on the internet, we managed to secure his safety and he's now living as head of a pride at our LIONSROCK sanctuary. FOUR PAWS has been a leading force in global animal welfare issues for more than twenty years, and is committed to taking action against all forms of animal cruelty. Last year, canned hunters killed over 1,000 lions. **This has to stop. Will you give us the urgent help we need to rescue more lions like Kimba?**

Yes, I will help to rescue lions from canned hunting.

I enclose a gift of

☐ £20 which could help pay for vital food supplements to help a rescued lion return to full strength

☐ £50 which could help pay for a complete health check for a lion on arrival at LIONSROCK

☐ £100 which could help towards the cost of transporting a lion to the safety of LIONSROCK

OR my own choice of £ _____

☐ I enclose a cheque to FOUR PAWS OR Please debit my MasterCard / Visa / Maestro / CAF card

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PROFILE: GIOVARUSCIO

● Left to right: Nora Manolachi, Leonardo Pedone, Rossitsa Chafalanova.



The Italian Job

Giovaruscio, of west London, is a specialist mover for traffic between Italy and the UK. For the last 25 years its Managing Director Leonardo Pedone has done every job in the moving business from driving a truck to driving a desk.

Today he, and his business partner Pino Giovaruscio, run a successful business linking Italy with northern Europe working for many of the best known movers in the business.

The Giovaruscio office and warehouse in Hayes is guarded (or maybe it's just decorated) by Nanook, an adorable Alaskan Malamute, and Leonardo's family pet. He looks a little out of place in a west London office, being more at home at the front of a sled, but Leonardo says he is good at home with the children and isn't too much of a drain on the office central heating.

Nanook is new to the moving business, but Leonardo has been around a while. He started in 1985 with Bolliger in London. There he used Giovaruscio in Italy as a sub contractor. He left to join Hedleys

"We have around 2,000 jobs a year. They range from just providing a porter to one of our partner companies to handling a full house move."

Leonardo Pedone

Humpers for eight years and then returned to Bolliger shortly before the company was bought by Amertrans. When Amertrans bought Trans Euro to form TEAM, Leonardo found himself running the Italian desk. In 2002 Pino Giovaruscio came to England to attend the cup final with Leonardo. After a glass of beer or two, and fired up no doubt by the match, they decided to open the London office. Remarkably they woke the next day feeling the same

way and the company was born.

"We felt there was an opportunity for us," said Leonardo. "The Italian work was changing. When the borders came down it opened up the business to anyone with a van. The bigger companies couldn't compete, but we felt we could."

And so it proved they did. Leonardo started working from home and gradually built the business specialising in running a regular service to and from Italy.

Most of his work was for the trade. "People just wanted a reliable service," said Leonardo. "We needed to deliver on time and make sure we communicated well."

The business built steadily. Soon Leonardo was able to run a regular weekly service to Italy. Today the company employs 45 people between its depots in London, Rome and Milan, has five road trains with demountable bodies, three 7.5 tonne lorries, around 20 vans and three outside elevators. "Elevators are essential in Italy because most of the city buildings don't have proper access," he said. The company's facilities in Italy include a 5,000m² warehouse in Rome serving central and southern Italy, and a 1,000m² warehouse in Milan serving the north. Partners serve the islands.

There was a time when the traffic

was roughly 50/50 north and southbound, but today the traffic going south is more difficult to find. The company has three regular routes: UK to Paris and Brussels; UK to Paris and Benelux; and UK to Germany, Benelux and Italy. "We have around 2,000 jobs a year," said Leonardo. "They range from just providing a porter to one of our partner companies to handling a full house move." All his services have one thing in common: they go every week, full or empty. "We have traffic to bring back so even if the vehicle is empty it has to go anyway. Our customers know that they can rely on us."

Over the years Leonardo has learned how to keep costs down. "We never drive across France," he said. "It's too expensive and the French regulations are too onerous. It's much cheaper to stay off the motorways and travel through Belgium, Germany and Switzerland."

Although he is happy to cut costs where it makes sense, he is determined not to let standards fall despite intense price competition. "There is always someone who will do the job cheaper but we are not dropping our prices any further. There is a price for the job and if you go below that you have to cut corners. We are already running cheaper prices than we were ten years ago."

One frustration for Leonardo is that he is often asked to carry traffic when other operators have let their customers down. "I wish people would ask us for a quotation before they quote the job themselves. So many times we are offered jobs at a fixed price, but the price on offer just isn't worthwhile. Our rates are as low as we can make them and still provide the right level of service. It can't be done properly, cheaper."

Giovarusio provides origin, transport and destination services for its trade customers. Most of the work is for major corporations. Leonardo also does surveys where necessary. "But we don't want to take control of the jobs. We like to quote our partner, he can then add his margin and quote the customer. We then do the work once the job is secured."

The company has successfully carved out a niche for itself based upon reliability of service and competitive rates. In future Leonardo believes that the growth will come from its emerging air and sea service. Customers can be sure that reliability will continue to be top of the company's list of priorities.



● Changing Gere - Robert Miller and his mistress Julie driving towards disaster.



Title:

Arbitrage

Director:

Nicholas Jarecki

Starring:

Richard Gere, Susan Sarandon,

Tim Roth, Brit Marling

Running time:

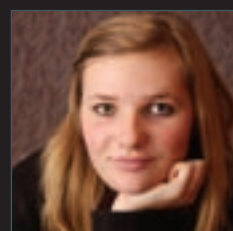
107 minutes

Rating:

15

Genre:

Drama



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

A wicked business

Richard Gere stars as Robert Miller, a multi-billionaire who has just celebrated his 60th birthday. He owns a company that his daughter Brooke (Brit Marling) works for and he's just made a very bad business decision resulting in him having to commit fraud.

The sub-plot of the film is how an affair Robert is having with his mistress Julie ends. They're driving along at night when Robert starts falling asleep and crashes, ending with Julie's death. He calls in the aid of his friend Jimmy telling him to get him out of the crime scene. Whilst dealing with the possible charges of manslaughter, he also has to deal with a prying Detective Bryer (Tim Roth), his wife (Susan Sarandon) not being fully supportive of her husband and Brooke feeling guilty for the fraud.

This is said to be Gere's best role in a decade and it isn't

surprising why. He portrays Miller as extremely powerful but not in an intimidating way. His character is supposed to be a bit of a villain, but because he is the lead we don't see him like that, and we don't want to see him like that. The film cleverly reinforces the binary opposition of good versus evil by always dressing Gere in black clothes and dressing Marling in white, showing which character has the moral high ground.



Upcoming films:

At the end of March *The Host* is set to be released. The novel is written by *Twilight* author Stephanie Meyer and the film stars Irish actress Saoirse

Ronan, Max Irons and Jake Abel. Let's hope Ronan does a better job as lead actress in this than Kristen Stewart did in the *Twilight* saga.

THE MOVER CONFERENCE

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The Mover CONFERENCE 2013

The online booking system for *The Mover* Conference is now open and ready to take your bookings for what is shaping up to be the UK's moving event of the year.

Just go to www.themover.co.uk, click on the link to the conference pages and follow the instructions.

The options are:

1. A full registration fee at £295 + VAT per person that includes attendance at the business sessions and social events, all meals and refreshments, and overnight accommodation in David Coulthard's Snoozebox;
2. A partner delegate fee of £225 + VAT per person that includes everything but assumes your partner will share the Snoozebox;
3. A day delegate fee of £235 + VAT if you want to come to all the business and social events but will be staying overnight elsewhere.

As an independent event *The Mover* Conference is open for everyone involved in the moving industry in the UK or abroad. There will be no boring presentations (although there will be a few really interesting

ones), there will be plenty of good information to help you run your business, a few laughs and, most importantly, there will be lots of time to chat, meet people and build the kind of relationships that make the moving industry special.

Simple networking

One unique feature of *The Mover* Conference will be a dedicated networking event. This will not be a cocktail party at which you nibble sausages and have to be on your best behaviour. No, not that! It will be a structured part of the business session that will give you the opportunity of getting to know what people do and how they can help you in a totally non-intimidating way.

For regular conference goers too

Although *The Mover* Conference is intended to encourage people who do not usually go to conferences to give it a try, it is for the regular conference goers too. Many moving companies are not members of a trading group and so never have the opportunity of going to conference. These people are all running successful business and potentially have business to exchange. Don't miss this opportunity to meet them face to face.

Fabulous venue

Silverstone F1 race track is the home of the British Grand Prix and, on 22 and 23 October, 2013, the home of *The Mover* Conference. It's a fabulous venue with the conference hall located immediately over the newly

refurbished pits overlooking the starting grid. A real treat for petrol heads everywhere.

Silverstone Experience prize draw

Every month between now and the start of the conference *The Mover* will be giving away one place on the fascinating Silverstone Experience Tour. The winner will be taken around the iconic venue on a 90-minute tour to visit the pit lane, the race control room, take a tour around the perimeter track and much more. If you are really interested in motor racing, this is an opportunity not to be missed. Book your place at *The Mover* Conference today – you've got to be in it to win it.

The Movers & Storers Show

The Mover Conference is running alongside the established Movers & Storers show that is in its fifth consecutive year. During the conference you will have plenty of time to view the stands, chat to suppliers, and walk around the vehicle exhibition that will be actually in the famous Silverstone pits. F1 speed and adrenaline replaced, for just two days, by the majesty of Scania, Volvo, Iveco and MAC.

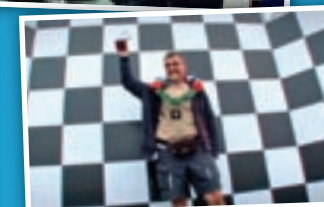
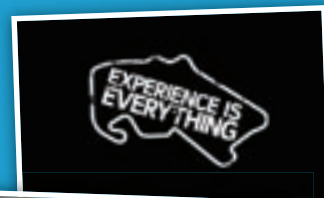
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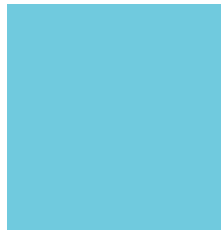
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NEWS: PEOPLE

Christopher Lansbury joins Crown Relocations

Chris Lansbury has been appointed Commercial Manager, both for the UK and Ireland, for Crown Relocations. He has 30 years of experience in the relocation industry.

"It's great to work within a global company like Crown Relocations as you have the resource, knowledge and infrastructure around you to get the job done," he said. "I will oversee our Workplace Relocations division which manages office moves across the country and provides support services including IT disconnection and reconnection, moving office equipment stock and assistance with recycling unwanted furniture - to help clients become greener."



Promotion at Crown Relocations

Crown Relocations has promoted David Hollins to Regional General Manager, UK and Ireland.

He was previously Regional General Manager for the Southern Region and will now be responsible for increasing the company's revenue across a variety of sectors.

David has worked for Crown Relocations since 1995 in a variety of management roles across the globe. He began working in the Wellington office in New Zealand, before relocating to the Philippines

and China and finally returning to the UK.

"I have a great deal of personal experience having relocated with my family several times to a variety of countries and cultures," he said. "First hand experience of relocating is something which many of our staff have and it's extremely valuable. Knowledge and understanding of the process and the adjustments that individuals and families have

to make for a successful relocation is key to being able to manage our clients in a meaningful manner."

David said that he was excited about the opportunity to grow and increase Crown's presence in the world mobility market. "My main challenge will be to hone our customers' experience and to develop our staff, so that they have opportunities to grow and develop within the business," he said. "The UK relocation business continues to thrive as the UK is an attractive location for global, blue chip companies."

"My advice to anyone thinking about relocation is to take time to learn about the local culture," he said. "This will enable you to be effective in your job and home life.

I was fortunate as my relocations were within Crown and the company's brand values are consistent across the globe, so culturally, the organisation is the same wherever you are based."

David Hollins, 45, is based in Crown Relocation's South Ruislip office and lives in Amersham in Buckinghamshire with his wife and two teenage children.



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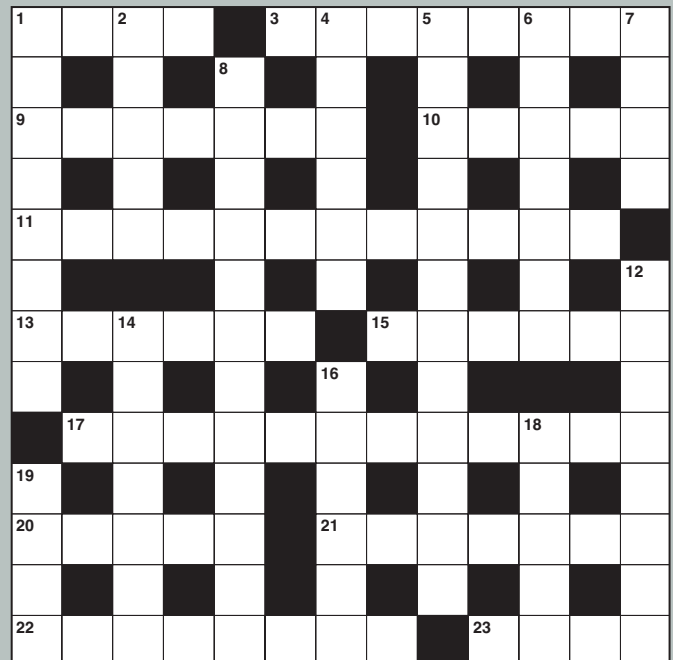
● The DKV Box.

DKV prepares for French Ecotaxe

The national road tax in France, Ecotaxe, is to be introduced across the country on 20 July, 2013, for all trucks from 3.5 tonnes. DKV, the makers of the new DKV Box for recording both motorway and national road taxes, say that pre-registrations for the new On Board Unit have exceeded expectations by far. "We are delighted about the trust placed in us," said Jürgen Steinmeyer, DKV Division Manager for toll. "It confirms that our additional online services are particularly well received by customers along with the numerous payment options and attractive discounts."

Puzzles

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ACROSS

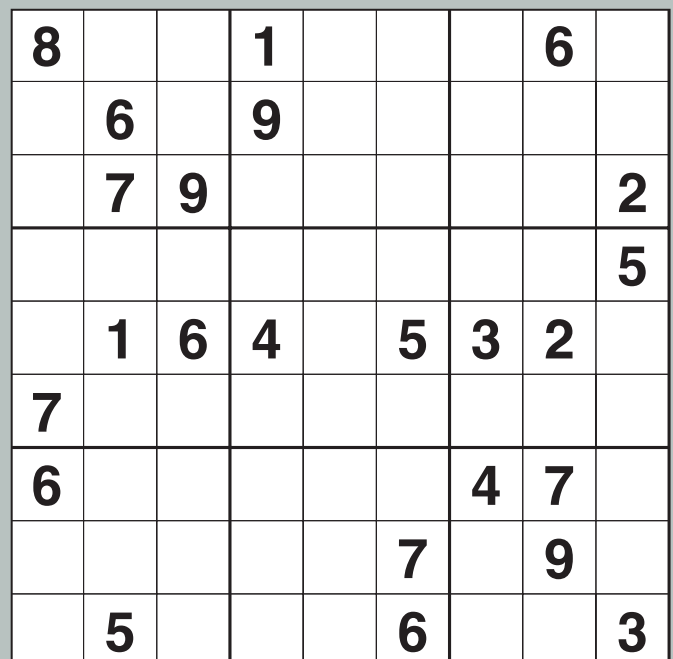
- 1 Gangs (4)
3 Very confusing (8)
9 Decrease (7)
10 Break loose (5)
11 Generally accepted (12)
13 Sloping (of letters) (6)
15 Solicitor (6)
17 Highly abstract (12)
20 One of the United Arab Emirates (5)

- 21 Opening up (7)
22 Famous Scottish lake (4,4)
23 Small pond (4)

- 7 Merriment (4)
8 Establishment of a new settlement (12)
12 Preliminary speech (8)
14 Sour in taste (7)
16 Forms (6)
18 Culinary herb (5)
19 Hero (4)

DOWN

- 1 Person who repairs cars (8)
2 Method of dyeing cloth (5)
4 Declares invalid (6)
5 A type of error in speech (8,4)
6 Figurative language (7)



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9 – 11 April, 2013,
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16th Annual EuRA International Relocation Congress

24 – 26 April, 2013,
Bucharest, Romania

OMNI Annual Conference

7 – 10 May, 2013,
Monte Carlo

FIDI Annual Conference

12 – 16 May 2013,
Athens, Greece

BAR Annual Conference

16 – 18 May 2013,
Newcastle, UK

Young Movers Conference

16 – 19 May, 2013
Amsterdam, Netherlands

Annual General Meeting of CSD

17 – 19 May, 2013
Paris, France

EUROMOVERS Conference

22 – 26 May, 2013
Istanbul

MöLo International Fair

19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly

21 September 2013,
Kassel, Germany

IAM 51st Annual Meeting

7 – 10 October 2013,
Vancouver, BC, Canada

The Movers and Storers Show, including *The Mover* Conference

22 – 23 October 2013,
Silverstone Circuit, UK

FEDEMAC General Assembly

25 – 27 October 2013,
Sofia, Bulgaria

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

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

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Did you know?

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

Yew trees were traditionally planted in churchyards to protect the supply of wood for longbows in times of siege.

Only 5% of the body of a jellyfish is solid matter, the rest is water.

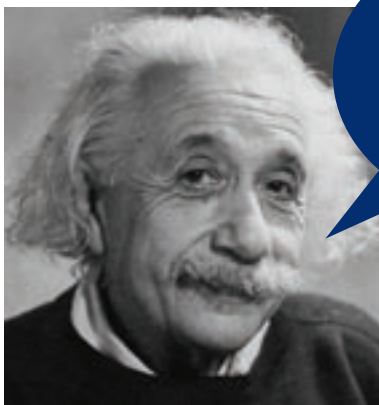
The exact length of a marathon is 42,195 metres, or 26 miles and 385 yards.

The word 'jiffy' is a genuine term in physics, being the time taken for light to travel a specified distance.

Mount Everest grows about four millimetres a year because the two tectonic plates that form the Himalayas are still pressing against each other.

When the Julian calendar changed to the Gregorian calendar in 1752 the days between 2 and 14 September were lost owing to the Julian calendar having no leap years.

Albert Einstein declined the presidency of the state of Israel when it was offered to him in 1952 by state leaders.



Thanks but no thanks, Israel.

Puzzle solutions

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E		A		C		N		R		M		L
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6	9	3	5	2	1	4	7	8
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4	5	7	8	9	6	2	1	3

FEATURE SCHEDULE

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

Features coming up:
May: Self Storage



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

Copy dates

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

Enquiries

All enquiries to:
 Nikki Gee, The Words Workshop,
 26 Swanwick Lane, Broughton
 Milton Keynes MK10 9LD.
 Tel: 01908 695500; Email: adverts@themover.co.uk

PLEASE NOTE:

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

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

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
DISPLAY			
Full page	£945	£920	£895
Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
MARKETPLACE*			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
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