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# TheMover



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Extraordinary artwork for movers. Page 20



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# TheMover

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## LEADER

## It's a dangerous world

Steve Jordan, Editor



Now I'm not a prude. I like a laugh and a joke the same as anyone. I have even been known to utter the occasional bad word, when in the company of good friends, just for emphasis you understand. But it seems to me we have created a monster that we can't control that has the ability to destroy our image, our business and much more unless we are very careful indeed. It's called social media.

I don't know why it should be but, when chatting to 'friends' on social media, we seem to forget that we are supposed to be respectable business people. Skip onto any Facebook page, for example, and you will find otherwise relatively mild, reflective souls slipping into the kind of language you would normally find reserved for a dockyard or the back seat of the rugby coach – on the way home from the match.

The problem is that swearing is something that has its place. It doesn't usually go down well with grandmothers, mother-in-laws, immigration officers, policemen or anyone with whom you do business – unless you know them really well. Unfortunately, social media is not quite that selective: everyone can see it and, for me, it's a real turnoff. When people swear on social media they go down at least a notch on my respect gauge. I suspect others feel the same. And it's a shame, because those same people wouldn't dream of lapsing into the vernacular in polite company. They also have spent a great deal of time and money in building up their business persona only to have it knocked down again by a pointless rant that didn't really do anyone any good.

But it gets worse. As I write we are on the cusp of the conference season. Conferences are characterised by long nights in the bar and jolly behaviour. In the old days it was OK: people could be relied upon for their discretion, at least in the cold light of day. But now, make a wrong move, get too close to someone attractive that you don't know well, have a drink or two too many, and presto, the phone camera has captured the moment and someone who's as drunk as you are has it on social media before the smell of the morning's breakfasts has time to turn your stomach.

The world's a dangerous place. Reputations built over decades can be scrapped in seconds. You have been warned!

Steve Jordan



Glyn Williams' 'Maltese' Triumph TR4A.

## Anglo Pacific brings rare Triumph home from Malta

A year searching and 15 car viewings later, Glyn Williams from Buckinghamshire finally located an immaculate Triumph TR4A – in Malta!

Not wanting the lengthy process to fall at the last hurdle, he entrusted the car's shipping to Anglo Pacific.

"The cars I viewed in the UK had been rebuilt, but rather badly, so I had to look further afield," said engineer Glyn. "When I saw the 1965 TR4A advertised in Malta, I struck up a liaison with the owner and after some 50 detailed photographs, routine checks and two months of negotiation – we agreed a price. It has turned out, in the main, to be a very good purchase at a fair price and all I need now is some good weather to enjoy hood-down motoring with the family. The wettest January since records began hasn't been kind."

Glyn opted for Anglo Pacific to handle the move as, firstly, its London HQ was handy geographically for him, and secondly, he felt great confidence after talking with Terry

Horsnell, Client Manager at Anglo Pacific, a man who has been in the shipping business for 30 years.

"Handling precious cargo such as Glyn's Triumph, a car he spent a year tracking down, is one of the main reasons I really enjoy my work at Anglo Pacific," said Terry. "Not only do I get to oversee the safe delivery of a special item from A to B, I also get to play a very small part in some fascinating stories. I hope Glyn gets many miles, and smiles, from his beautiful 'new' classic car."

Glyn is grateful for Terry's dedication to the role, "Anglo Pacific proved to be an excellent choice as Terry has been absolutely first class in every respect. His attention to detail and excellent communication maintained confidence throughout the whole shipping procedure. I would have no hesitation in recommending Anglo Pacific in the future."

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## NEWS: UK

## FUNDING FOR LENDING SCHEME TO SUPPORT BUSINESS LENDING IN 2014

The Bank of England and HM Treasury have announced changes to the terms of the Funding for Lending Scheme (FLS) extension to re-focus the incentives in the scheme towards supporting business lending in 2014.

The FLS extension will provide continued support for lending to businesses in 2014, with incentives in the scheme skewed heavily towards lending to small and medium-sized enterprises.

Lending to smaller businesses in 2014 will continue to be encouraged by allowing banks to draw £5 in the scheme for every £1 of net lending to SMEs. The fee for all drawings from the FLS extension will be set at 25 basis points, which is the lowest point of the previous fee scale. Taken together, these features provide certainty over the availability of cheap funding to support small business lending.

Commenting on the changes, the Chancellor of the Exchequer, George Osborne, said, "The Funding for Lending Scheme proved to be a successful tool in supporting the recovery. Now that the housing market is starting to pick up, it is right that we focus the scheme's firepower on small businesses. Small firms are the lifeblood of our economy. That's why we're reforming the banks, introducing the employment allowance and now focussing the Funding for Lending Scheme to support them."



● George Osborne.



● Key steps must now be taken before the purchase of commercial property to qualify for tax breaks.

## New rules on commercial property tax breaks

A new ruling coming into effect this month means that anyone buying commercial property will be required to make certain steps to qualify for future tax breaks.

Whereas previously somebody buying a property could make a claim for unclaimed capital allowances many years after acquisition, HMRC are changing the rules meaning that key important steps must now be taken prior to sale.

The new rules require that where it is established that a seller was entitled to claim capital allowances but has not done so, the seller must 'pool' the value of the qualifying fixtures in a building in its tax return before the sale of the relevant property.

Matthew Hodgson, Tax Partner in the Manchester office of international accountants UHY Hacker Young explained: "Once 'pooled', the seller and buyer must agree on a value for the fixtures within two years of sale, and make a mandatory selection to this effect. This value should be agreed at the time of sale as part of the negotiations on the property."

Matthew also said that the purchaser's solicitors will need to ensure they receive a properly completed section 19 of the standard form of commercial property standard enquiries (known as a CPSE form) to determine the capital allowances history for the property being sold. This is something that has been ignored or incorrectly completed in the majority of cases

**"Once 'pooled', the seller and buyer must agree on a value for the fixtures within two years of sale..."**

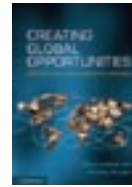
Matthew Hodgson

in the past.

"Overlooking the selection agreement as part of the sale process could have far-reaching consequences for all subsequent owners of that property," said Matthew. "If these important new requirements are not met, no capital allowances will ever be available to the buyer, or any future owner, of the property. The mandatory pooling and obligatory selection will therefore have a huge impact on all parties involved in commercial property transactions, and if the claim is not made correctly or ignored, there could be considerable adverse financial consequences."

Purchasers would therefore be advised to ensure that the sale and purchase agreement contains either a warranty that the seller has pooled its capital expenditure on fixtures in the property or an undertaking that it will do so prior to completion of the transfer of the property.

## New Maersk Line book



A new book charting the history of Maersk Line *Creating Global Opportunities: Maersk Line in*

*Containerisation 1973 - 2013* is to be published by Cambridge University Press in early May.

Granted wide access to the Maersk company archives, authors Chris Jephson and Henning Morgen were able to include exclusive unpublished material and behind-the-scenes interviews following the group's rise to becoming one of today's market leaders. The book also promises to tell the interesting story of how the shipping container revolutionised the international trade.

The book will be published on 7 May by Cambridge University Press, RRP £50.00. For further information visit [www.cambridge.org](http://www.cambridge.org). ISBN: 978-1-107-03781-6.

## Put your car knowledge to good use

Right! Here's one for all you petrol heads out there. This little car is being stored by Gerson Relocation in Potters Bar. It's a sweet little thing, but a shade on the unusual side. Niall Mackay, the company's Managing Director, has offered a bottle of wine to the first person to correctly identify the make and (if possible) the model of the car. Please e-mail your answer to [editor@themover.co.uk](mailto:editor@themover.co.uk).



● Niall Mackay's mystery red motor.

## MATTHEW JAMES JOINS AIM

Matthew James Removals & Storage Ltd has joined the UK's newest trade association, the Alliance of Independent Movers (AIM).

The Kent-based company, which specialises in removals to Spain, joined the AIM after a meeting with the founder Scott Rust last year.

"We are already members of BAR but I've become a little disillusioned during the last few years," said Matthew James's Managing Director Matthew De-Machen. "The other association, The Guild of Removers and Storers, is not an option as far as I'm concerned. But when I met Scott and Darren House I was impressed by what they had to say and by their plans for the future, so after considering it carefully I decided to join." Matthew was presented with his AIM membership certificate at the Movers and Storers Show in October last year.

The Alliance of Independent Movers was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. AIM is also working hard to increase public awareness of the high level of service offered by AIM members.



● Matthew De-Machen receives his AIM membership certificate.



● Jane Finch.

## Another new trade association for movers?

On 25 February, Jane Finch gathered a select group of movers together in the boardroom of Interdean in London to present her ideas for another new trade association for the moving industry.

This follows the launch of AIM (Alliance of Independent Movers) at the Movers and Storers Show last October which is already gaining new members.

Jane's idea is to create a committee-run movers' trade association that will meet the needs of all companies at whatever level in the industry from new starter to market leader. Her intention is to create multiple membership levels based upon a company's level of ability and professionalism. This would then be clearly communicated to the public to allow them to choose the type of mover that fits their needs: a student might need a man and a van whereas someone moving with their company might prefer a more comprehensive service. Members would be helped and encouraged to ascend the levels as their companies matured. All members, in any category, would need to achieve minimum quality standards.

The fact that yet another trade association is being considered as necessary in the industry might look like a sad reflection of the offers of the existing associations. Conversely, however, it might also be a compliment to the achievements of BAR over the last 110 years or more that companies who were not eligible still felt the need to belong to something. The meeting attendees included one company that had tried to become a member of both BAR and AIM but did not meet the membership criteria; and three companies that were currently members of NGRS (The Guild) but

were either in the process of or seriously considering leaving.

Although the attendees appreciated the aims of the new association some said that they thought the structure might be over complicated and difficult for consumers to understand. The meeting did, however, provide Jane with useful comment that will help her to refine the proposed structure of the organisation and its membership criteria.

### OPINION

“Having attended the meeting I was impressed by Jane Finch's earnest enthusiasm and dedication to the industry. The problem remains, however, of how to offer something different and fresh that will capture the imagination of the industry, and provide sufficient added value to make it both sustainable and affordable. There is also a problem of further confusing customers, especially when it seems the moving industry has never been good at selling the benefits of trade association membership. Any new association joining the market must clearly differentiate itself and make it easy for members to explain the unique nature of their services to their customers.”

Editor

## Bishop's Move submarines

Two historic companies, both founded in the mid 19th century, recently joined forces to complete an unusual office relocation.

Having outgrown its old premises, James Fisher Defence (JFD), a Glasgow-based marine engineering company, employed Bishop's Move Edinburgh to handle the relocation into its new bespoke offices in Inchinnan. The unusual inventory also included 18 of the client's submarine and submersible scale models which range from 2ft to 9ft long.

JFD is a high profile supplier of equipment and personnel specialising in submarine rescue. It is best known for having led the successful rescue mission to retrieve seven survivors from the stricken AS-28 Priz in Russia, in 2005.

The extensive project saw four Bishop's Move vans and 24 removal personnel relocate the desks, chairs, cupboards, filing, computers, board room suites and works of art for 60 staff as well as JFD's invaluable collection of submarine models.

"We were honoured to play our part in relocating such an esteemed company and starting a new chapter in the James Fisher Defence story," said David Mills, General Manager of Bishop's Move Edinburgh. "This move required all the years of experience accumulated by our removal men to guarantee that the client's objectives were met."

Rod Barlow, Development Manager at JFD added: "With no elevators available, each and every item had to be very carefully handled up and down flights of stairs. The Bishop's Move team achieved this with aplomb."

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## INSIGHT: EFG SCHEME



## The Enterprise Financial Guarantee scheme

Many removal companies have suffered over recent years due to the recession. A lot of companies have cut back and may now be considering additional borrowing to grow their business as the house market is picking up. One loan the banks push to help borrowers is the Enterprise Financial Guarantee Scheme (EFGs). Here, Mike Smith, Director of Jameson Smith & Co, provides some advice.

**T**he government introduced the EFG in 2008, replacing the Small Firms Loan Guarantee Scheme (SFLGS), with the aim of helping banks lend to those customers who had a viable business but insufficient security to secure borrowing. There are a number of restrictions, but basically the company needs to have less than £41m turnover - covering about 70% of SMEs.

If you haven't got sufficient assets the scheme can appear attractive. Whilst the basic principle of the scheme is quite simple, in reality there are pitfalls for directors if the scheme is not properly understood. Since the scheme was first introduced there appears to have been a lot of confusion as to what the EFG did or did not provide for borrowers.

There are five key questions you must ask before you consider the EFG for your business:

### 1 Does the EFG protect me if my company becomes insolvent and has to liquidate?

Not in principle. The EFG is there to pay 75% of your EFG loan to the lender if your company becomes insolvent and cannot pay the bank, but you will be liable for the 100% of the loan via the personal guarantee.

### 2 Am I only liable for 25% of any EFG loan if my company fails?

No. You are liable for 100% of the loan via the personal guarantee signed. The bank will exhaust the normal process of pursuing you personally before it can make a claim from the EFG.

### 3 I have assets outside of my family home. Are these at risk?

Yes. Any assets outside the family home are at risk and can and will be pursued before a claim can be made against the EFG.

### 4 Can I lose my family home with the banking personal guarantee from the EFG loan?

No. To be absolutely clear the family home cannot be placed at risk with any EFG related loan. However, this wouldn't prevent the banks suggesting other payment arrangements like an individual voluntary arrangement (IVA) which may inadvertently put the home at risk as if the IVA fails the creditors will resort to bankruptcy and overriding the EFG protection.

### 5 Is the 2% premium I pay 'insurance' for my protection if my company fails?

No it actually goes to the government's Department of

Business Innovation and Skills to go towards funding the EFG scheme. The 2% helps the government underwrite the cost it has for the 75% guarantee to the lending bank should your company fail.

### How it works in practice

I dealt with one case involving the director of a removal and storage company. A hard working husband and wife team, whose business was forced into liquidation due to the recession hitting the housing market in 2011.

They took out a £40,000 EFG loan in 2010, plus personal loans to keep the company afloat as the recession hit hard. They were told to pay the 2% premium by the bank so they could claim the 75% from the government if liquidation became a reality.

When they faced liquidation they did not expect to be pursued aggressively by the banks to recoup the full debt. The bank forced the director into an IVA. Once the IVA was in place the banks stopped hounding the director because the bank had proven they could go no further. But this ruined their credit rating for six years and put the family home at risk. So what looked like a manageable problem became a

serious issue putting the family home at clear risk.

### The lessons and warnings

So what should you look out for and what are the pitfalls when you need to raise funds to replace old vehicles and that old fork lift, or simply improve cash-flow?

First - be suspicious of an unsolicited call from the bank 'offering to lend a hand'. 'Helping' is not the bank's job - it is there to sell you more business products.

Second - you should be especially cautious about any 'new' government scheme to reduce/take away your personal guarantees on business borrowing. Also be wary when pressured to convert an overdraft to an EFG loan - make sure there is a sufficient overdraft remaining to fund the business needs. If you are unsure, go to the government's EFG website which is an excellent source of information at [www.gov.uk/understanding-the-enterprise-finance-guarantee](http://www.gov.uk/understanding-the-enterprise-finance-guarantee).

Third - the government introduced two key differences with the EFG compared with the SFLGS: Personal guarantees were allowed; and the banks could only claim a relatively small percentage of their overall commercial lending. This was to ensure the government was not inundated with the bank's bad debts and the borrower had some stake in the game. The safeguard of course is the family home.

Whilst the government's EFG scheme is in principle an excellent source of funding, it is managed in the 'field' by the banks that may misinterpret it. You must be aware of what you are signing and if, still in doubt, always seek help before you put pen to paper.

### Mike Smith

Mike Smith is Director of Jameson Smith & Co, a business debt specialist. Mike provides business turnaround and insolvency advice and solutions to UK directors and accountants.  
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## NEWS: UK



● Donations from local people being sorted at the Britannia Lanes office.

## Britannia Lanes helps fight floods

Last February Angus and Ria Russell from Britannia Lanes of Somerset and Bristol received a call for assistance from a local Facebook group called FLAG (Flooding on the Somerset Levels Action Group).

The organisation was desperate to find donations to help the local residents who had been flooded out of their homes by the recent atrocious weather and for a distribution centre to help gather and distribute the supplies. Ria and Angus's warehouse is only a few miles from what were some of the worst-affected areas so they immediately set about doing all they could.

Britannia Lanes quickly received enough supplies from local businesses and private individuals to fill 350 packing boxes and sent out donations to hundreds of people who were in need of immediate help. Many of the people were unable to get to the shops because of flooded roads and were fully employed trying to protect their homes from the encroaching water.

"On Saturday afternoon we started to receive donations of food, blankets, clothing, pet food and toys," said Angus. "It soon became apparent that the generosity of the local people knew no bounds and we knew we would need to arrange to open on Sunday to receive and sort effects to clear the backlog. In the end we were on site from 11.00am until 4.30pm receiving many more car and truck loads of effects. For example I had a whole self storage unit full of just duvets."

The work to clear up the damage and return people to their normal lives will carry on long after the crisis is out of the headlines. For this reason Angus asks movers to look at the FLAG Facebook page for the latest information and to offer help if possible.

## Late acting SMEs for auto enrolment may struggle to find a supplier

Small and medium sized enterprises which have yet to start planning for the introduction of pension auto enrolment legislation, may struggle to secure a supplier, according to KPMG.

The professional services firm is advising SMEs to be fully prepared ahead of a number of key staging dates in 2014.

From 1 October, 2012, government legislation paved the way for all employers to contribute to workers' pensions. In the first instance, employers will have to make a minimum contribution of 1%, rising to 3% by 2018.

Around 40,000 SMEs are due to reach their auto enrolment staging date in 2014.

Businesses employing between 60 and 500 people will be covered by the new regime by the end of this year.

Andy Seed, Pensions Director for KPMG in the South East said, "2014 is going to be a landmark year for a large number of companies. We've already heard anecdotal evidence from a number of suppliers who say that they won't consider putting themselves forward for business unless an SME has come to them at least three months ahead of their staging date. The inference is clear – if your business does not take planning seriously it may struggle to find a pension supplier suitable for your



● Andy Seed.

business. If the arrangement is not set up in time this could leave the company in breach of its statutory requirements, while staff will miss out on the intended benefits."

Those companies found to be in breach of statutory requirements face a range of sanctions with the Pensions Regulator having pledged to punish persistent and deliberate non-compliance. Financial fines include an initial fixed penalty notice of £400, escalating to additional daily fines in the range of £50 to £10,000 for continued failure to comply with a statutory notice.

## The sweet smell of safety

Matt Faizey from M&G Transport in Solihull has come up with a great idea to help his staff become safer drivers.

As a keen racing driver himself he understands the value of road safety. If someone has an accident, whether driving for work or not, and has to have time off work to recover, the business suffers. It makes much more sense to try to avoid the accident in the first place.

So, Matt has introduced a new

scheme. He encourages staff members to take the Institute of Advanced Motorists driving course. Any member of staff that gets through the course, self-funded and then passes their advanced driving test will have the costs refunded to them and be rewarded with a 5% pay rise.

"We have decided to develop



● Matt Faizey.

ideas for training that have mutual benefits, so this is just the first scheme of a few," he explained. "The aim is to foster a desire amongst staff for self-improvement, born from an inner desire to do so. It's a win-win outcome whereby the employee and the company receive equal benefit."

# FLOOD RESCUE



● Camp Hopson Removals to the rescue.

**D**uring the height of the floods in February, Damon Theobald, Removals Manager from Camp Hopson Removals in Newbury received a phone call from a customer in Eastbury who was in distress. The river Lambourn had burst its banks and caused the whole of the street to flood. The customer feared that the water was going to enter her house and asked if he could urgently remove her furniture and effects from her house.

"I went down to estimate the goods to be removed and discovered how bad the situation was with the flood water at knee level whilst standing in the street outside her house," explained Damon. "A representative from the council advised me that the weather was taking a turn for the worse and they were expecting the water levels to rise by at least three inches. With this in mind I contacted the office and we rallied

all of our resources together to move the customer that afternoon, before the level rose further, and to avoid any damage to her belongings."

**"...we rallied all of our resources together to move the customer that afternoon, before the level rose further..."**

Damon Theobald

Camp Hopson were able to complete the removal before the heavens opened yet again and keep everything safe. The customer was delighted.

## New style photocard driving licence

DVLA has introduced a new style photocard driving licence from February 2014.



● New style photocard driving licence.

**H**olders of valid driving licences will not need to replace their current driving licence. The old driving licence format is still valid and will be updated gradually as they are renewed and replaced.

The new card, provided by Gemalto (UK), will have a refreshed design and incorporate a host of improved security features including a new security holograph, raised surface pattern and an Optical Variable Ink (OVI) which will continue to keep the driving licence secure. The latest security features will also help in the fight against fraud.

Drivers will still need to carry with them the paper part of the licence which does seem to take away any user advantage in having the high-tech version.



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## INSIGHT: NEW TUPE RULES



● TUPE rules were originally created to ensure the smooth transfer of businesses between owners.

# Improved TUPE rules come into force

Improvements to make the process of transferring business ownership fairer and more effective came into force on 31 January, 2014.

**C**hanges have been made to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE), which protect the employment terms and conditions of employees who are transferred from one organisation to another. The regulations have been improved to make sure both employers and staff are treated fairly when a transfer takes place.

#### New regulations:

- Businesses will now be able to renegotiate terms and conditions in collective agreements one year after a transfer has taken place, provided that the overall change is no less favourable;
- Micro businesses will be able to inform and consult employees directly when there are no existing appropriate representatives (under existing TUPE regulations businesses usually have to inform, and sometimes also consult, employee representatives such as trade union representatives). For micro businesses with ten or fewer employees there are often no representatives which means that they have to be specifically

elected for this purpose, so this change will make the process much less bureaucratic;

- The new employer will be able to engage in pre-redundancy consultation with employees, with the consent of the old employer;
- Contractual changes will be permitted for economic, technical or organisational reasons with the agreement of the employee and, or where, a contractual right of variation exists.



“When a business is transferred from one company to another we want to make sure that TUPE continues to provide appropriate levels of employee protection, whilst making the process as smooth as possible for the businesses involved.”

**Jenny Willmott**

#### Clarification of existing regulations:

- In cases where employees' terms and conditions are provided for in collective agreements, only the terms and

conditions in the collective agreements that are in place before the date of transfer will apply. Any future changes will not bind the new employer unless it has taken part in the bargaining process that brought about the changes;

- The test for service provision changes will make clear that activities carried out after the change in provider must be fundamentally the same as those carried out by the previous person who has ceased to carry them out. This means that if businesses radically change the way they provide services, that change is unlikely to be subject to the TUPE regulations.

Employment Relations Minister Jenny Willmott said: “When a business is transferred from one company to another we want to make sure that TUPE continues to provide appropriate levels of employee protection, whilst making the process as smooth as possible for the businesses involved. Making these changes will give businesses more clarity about conducting transfers and provide them with the tools to create new opportunities in the UK labour market, whilst protecting fairness for all.”

● Updated TUPE guidance can be found at [www.gov.uk/transfers-takeovers](http://www.gov.uk/transfers-takeovers).



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## REPORT: CORPORATE RELOCATION CONFERENCE AND EXHIBITION 2014



# Inside relocation

It was on 3 February that the famous Russell Hotel in London's Bloomsbury played host to the 2014 Corporate Relocation Conference and Exhibition. Steve Jordan went along to find out what's hot in the relo world.

It's always a treat to step into the palatial surroundings of The Russell Hotel. There's just something about the comfortable leather chairs and marble columns in the foyer that transport you to a past world. A world where things happened slower, where ladies and gentlemen behaved as such (at least in public) and international relocation was unknown. But on that chilly February morning the leaders of the world of relocation gathered for one of the main events of the year: the Corporate Relocation Conference and Exhibition organised by Helen Elliott, editor of *International HR Adviser* and *American in Britain*.

As usual the exhibition was well supported by 30 stands promoting a wide range of services

including: healthcare for employees; immigration services; pet shipping; luxury accommodation in Park Lane; international schools; lawyers; accountants; recruitment; and moving services. But for many it was the extensive programme of business presentations that took place through the day that was the real attraction hosted, ably and professionally of course, by Tad Zurlinden of EuRA.

Mary Langford from the Langford International Education Consultancy kicked off proceedings by discussing third-culture kids and the revelation that over half of Britain's 18-24 year-olds wished that they had worked or studied abroad at some time. Her presentation addressed some of the challenges and benefits for a child living abroad

and how professionals can help them make the most out of the experience.

Geraldine Mc Kendrick, a Focus Careers Consultant spoke about making dual careers possible. She said that households in which both partners have careers are becoming the norm. This is a problem for many companies with 66% saying that concerns about a partners' career is a key reason for potential assignees turning down expatriate roles. Many companies are, therefore, taking care to help partners find appropriate work or provide support, especially cultural, during the settling-in period. Many expatriates do not know that this service is available so it's up to their employers to get the message across.

## REPORT: CORPORATE RELOCATION CONFERENCE AND EXHIBITION 2014

● Top row: delegates at the conference and exhibition;  
bottom row, left to right: Geraldine McKendrick, Stuart Strong,  
Nora Mulhari, Garvinder Lidder, Scott McCormick,  
Emma Gibbs and James Holder.



Stuart Strong from BDO explained the differences in US and UK tax for the benefit of US expatriates working in the UK. He spoke about the UK residency test, tax free allowances, and tax equalisation. His colleague, Scott Wickham, explained the options for filing US tax returns including considerations such as taxation of share options, medical cover, inheritance tax, etc. and provided scenarios to clearly explain US tax filing obligations.

Nora Mulhari from Ferguson, Snell & Associates again looked west by focussing on the various types of visas that were available for individuals wishing to work in the USA. The requirements vary dramatically depending on the person's circumstances such as: if they are working on contract and paid from the UK, how long they have been working in the USA, or if they are employed by a US company. She explained that it was very important to find the correct visa category.

Garvinder Lidder also from Ferguson, Snell & Associates gave a UK immigration update. He explained that there have been many changes over that last 12 months including the

...households in which both partners have careers are becoming the norm. This is a problem for many companies with 66% saying that concerns about a partners' career is a key reason for potential assignees turning down expatriate roles.

requirement to sit an English language test for listening and speaking ability. He also offered advice on managing global immigration including managing projects, compliance, reputational requirements and the emotional needs of the individual.

Scott McCormick and Robin Brown from Deloitte LLP talked about using data analysis to help companies make better decisions. They explained how it was possible to build a business case to invest in analytics, harnessing data and using it

to drive the mobility requirements of a business. This information might include, for example, programme spend by country, gender or housing and the relevant trends that apply. The intention was to provide foresight into ROI, predict who is likely to stay on after an assignment, track talent through an organisation, and help to plan resources.

James Holder and Emma Gibbs from Expat Academy Ltd closed the business element of the conference with a look at connectivity in the world of mobility. This interactive session looked at how more HR functions are being outsourced, to relocation companies for example, and how the global mobility industry needs to become more strategic, collaborate and work smarter to ensure long-term success in the future.

The business sessions are detailed and somewhat arcane for members of the moving industry that traditionally only operate on the fringes of the global mobility world. However for those companies that are close to the relocation scene it provided vital information to help them stay in touch with latest developments and keep one step ahead of the rest.

## Turkey and Bulgaria meet to stop trade border blockades

In response to the recent trade blockades at the Bulgaria-Turkey border transport ministers from both countries met in February to revise current license regimes.

The agreement was reached late on Monday 17 February, 2014, following six hours of talks. In a television interview, the ministers explained that Bulgaria and Turkey had agreed to move towards a complete revision of the current laws that date back to 1977.

Representatives of the Bulgarian and Turkey administrations were scheduled to meet again in March to begin the preparation of new documents for the trade agreement. In conclusion it is expected that the new agreement is to take effect from earlier this month (April 2014).

## Got an event coming up?

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



● Sydney, Australia - a land of opportunity for skilled British workers.

## Opportunities 'Down Under' for British workers

Britain has always been a strong source of skilled migrants for companies 'Down Under', but today the need for overseas workers is reaching a peak.

Jason Diggs, Sales Director for Anglo Pacific said more than 60% of its business is accounted for by Australia and New Zealand and is urging candidates to seize the moment.

"Although requirements for Christchurch's rebuild are well documented, skill shortages are becoming widespread across Australia and New Zealand. Both nations are moving into more positive economic climates, both are experiencing construction booms, and both are struggling to fill key skilled positions with home-grown talent alone. Currently 60% of our export business goes to these two nations – I suspect that figure will rise as 2014 unfolds."

Last year, lobbying organisation The Australian Industry Group urged the federal government to immediately up its migrant intake

from 190,000 for 2013/14 to 220,000 for 2014/15 to cover growing skill shortages particularly in mining, engineering, infrastructure and health.

The Australian Workforce and Productivity Agency agrees and predicts that Australia will need 2.8m workers with 'higher-skilled qualifications' by 2025. To source these from native population, the number of Australians leaving education with higher skills would have to increase by 3% every year until 2025. A tall order, unless it's supplemented by an enlarged skilled migrant programme.

Anglo Pacific offers a dedicated job search service with applicants invited to register free of charge and without obligation. Completed registrations are forwarded to specialist recruiters within all the key disciplines.

## TOUGHER LIMITS ON GREENHOUSE GAS EMISSIONS FOR CARS IN THE EU

Greenhouse gas emissions from newly built cars in the EU face tougher limits as of 2020.

Also the European Parliament recently approved the new EU Regulation for a more realistic test cycle for fuel consumption to be put in place.

From 2021, the average greenhouse gas emissions from a new car will be limited to 95 grams per kilometre. By 2020, 95% of cars must meet the new target. The limit as from 2015 will be set at 130 grams per kilometre.

Some Members of European Parliament (MEPs) are claiming that the NEDC is out of touch with real-life driving on the road and that consumers need a more realistic consumption test.

The current fuel consumption test cycle called New European Driving Cycle (NEDC) is to be replaced by the new Worldwide harmonized Light vehicles Test Procedures (WLTP) within the next few years. Some Members of European Parliament (MEPs) are claiming that the NEDC is out of touch with real-life driving on the road and that consumers need a more realistic consumption test. The new WLTP standard will be mandatory for all EU countries by 2017.



● New emissions limits are set for 2020.

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● eCall is expected to be standard equipment in cars from October 2015.

## eCall regulation nears completion

In February 2014, the European Parliament's Committee on the Internal Market and Consumer Protection decided that every new car in Europe will be installed with a device, known as the eCall, which alerts medical, police and fire services automatically after a road accident.

**T**he device also tells emergency services the exact location of the incident. The eCall is expected to be a standard feature from October 2015. A number of car manufacturers already have it built in certain models.

"This device can save lives. We have been discussing its introduction for ten years now so it is high time to start building the device in every new model," said Wim van de Camp MEP, one of the negotiators. "The manufacturers indicated they expect difficulties meeting this deadline, but they must try harder. This will be good for all of us."

One of the debates regarding this

**"...it is high time to start building the device in every new model..."**

Wim van de Camp

proposal centred on where the car eCall should contact in the event of an accident. Whether or not the technology should contact an emergency call centre or a car manufacturer is still be decided.

Parliament will negotiate the eCall regulation with the EU Member States in the spring.

## Crown Worldwide acquires Sweden's Globus Transport AB

Crown Worldwide Group recently announced its acquisition of Globus Transport AB.

**C**rown's newly re-branded branch based in Malmö, Sweden, offers relocations, records management and fine art handling services and storage. The company has retained the existing logistical team from Globus and intends to roll out services across the Malmö and Stockholm regions.

"We are very pleased about the acquisition of Globus Transport AB which gives Crown access to an important market in Sweden," said Patrik Eriksson, Regional Manager (Nordics). "Following 37 successful years of trading, Globus is well known for high-quality and professional service fitting well with Crown's culture. The purpose-built site and infrastructure we take on will also



● Globus Transport AB's Malmö Branch.

support the further development of Crown's fine art handling services across Sweden."

The branch will be managed by Andreas Rijpma, who joins Crown with 15 years' experience in the relocations industry.

Crown Worldwide Group operates from more than 265 locations in almost 60 countries.

## The European Connection

Tony Richman



### EU VAT: is a One Stop Shop solution on the horizon?

**D**uring my part-time contract to FEDEMAC, I was able to achieve numerous derogations, withdrawals and/or amendments of proposed EU legislation that otherwise would have been disastrous and costly for removers. The tasks always involved convincing the bureaucrats about the specialities of our industry and the vast differences from general road transport. The most complex dossier was on EU VAT.

My goal for a One Stop Shop (OSS) portal scheme, as a solution to the problems of paying VAT on private removals originating in an EU Member State (MS), other than the one in which the mover is VAT registered, still hovers – but this doesn't mean that it won't happen. The hard lobbying work has been done and, provided the impetus is maintained, EU agreement is likely by 2019/2020.

To understand the delays requires appreciation of the political difficulties. Tax rule changes at EU level require unanimity (28 Member States), on every detail, whereas many topics only require a qualified majority. Member States are very sceptical over Brussels-led tax changes. Then there are the 'political chess games': we are only the 'pawns' and wrangling on other matters may indirectly hold the decision process up. Patience, determination and continued lobbying with step by step results, rather than one huge leap, are needed to keep all players on board.

Presently, we have the VAT Directive 2006 – 414 Articles, 12 Annexes – amended by three major Directives and the implementing regulations. Since 2006 there have been 21 Directives, 7 Regulations, 21

decisions; there are also 100+ derogations currently in force.

Here are just a few recently hard-won positive steps:

- Intensive lobbying achieved introduction of an OSS scheme for EU VAT Refunds – 2010;
- The European Commission's (EC's) Green Paper *The future of VAT – Towards a simpler, more robust & efficient VAT system* - launched 2011;
- The Council has since 'acknowledged' the need to simplify the current system by reducing VAT compliance costs and administrative burdens for businesses working in more than one Member State;
- An idea for a Standard EU VAT Return form required me to 'bully' several European movers into participating in an EC commissioned study. To my delight, this led to an EC report (October 2013) duly adopted by the European Parliament (EP) - 26 February, 2014. Eventual agreement via trialogues (EC, EP and Council) should see the Directive enter into force on 1 January, 2017. With the same 'content boxes' throughout the EU it should be easy to understand and file a return.

- A 'mini' OSS EU VAT payment scheme commences in 2015, for telecom, broadcasting and e-commerce businesses; with a phased in (2015-2018) retention fee scheme from payments of VAT made between Member States.

The Council has 'taken note' of the EC's view that an OSS scheme for all businesses engaged in EU cross-border trade is a crucial instrument to facilitate access to the single market.

Such statements are not released lightly. I look forward to lifting a glass, with some personal satisfaction, circa 2020!

**Tony Richman**

## NEWS: INTERNATIONAL

## European concern about 112

It emerges that most Europeans are still unsure about which number they should call in case of emergency in a foreign country.

**A**ccording to a 'Eurobarometer' survey conducted at the end of January 2014, 49% of

Europeans do not know they can use '112' to reach emergency services. Despite years of efforts, ignorance levels remain stuck at around 50%, including for regular travellers.

The citizens most at risk are those from Greece with only 10% awareness and the United Kingdom (18%). The most aware are those in Luxembourg (80%), Romania (71%), Poland and Bulgaria (70%).

European Commission Vice-President Neelie Kroes has written to all national governments to urge them to improve caller location and disabled access features of national 112 systems, and to run advertising campaigns targeted at travellers.

Neelie Kroes said: "I am worried that citizens are ignorant of an important basic service, and that national governments are not doing more to make them aware. The EU has made the service available, now others must also take their responsibility."

112 is reachable from fixed and mobile phones, free of charge, everywhere in the EU. 112 links the caller to the relevant emergency service (local police, fire brigade, medical service) in a choice of European languages. It is available 24 hours a day, seven days a week.



● 112 is the EU-wide number for emergency services.



● An EU draft law will enable firms or citizens to freeze a debtor's bank account.

## EU makes collecting old debts easier

Firms or citizens recovering debts across EU borders could be able to get the debtor's bank account frozen under a draft law agreed with the European Council and endorsed by European Parliament's legal affairs MEPs on Tuesday, 11 February, 2014.

**T**he European Account Preservation Order (EAPO) should be quicker and cheaper to use than national proceedings. The European Parliament amended the proposal to prevent abuse and safeguard alleged debtors.

Raffaele Baldassarre MEP, the Rapporteur on the proposal who is steering the legislation through the Parliament, said, "The regulation will allow creditors to use an efficient and uniform procedure for obtaining an EAPO under the same conditions in all Member States. It will also ensure that an EAPO issued in one Member State is recognised automatically in all other Member States. The new procedure will help reduce lawyers' fees and translation costs, notably through the use of standard forms. It will enable a creditor to do away with the need for an additional lawyer for each foreign jurisdiction where a preservation order is sought."

The proposed regulation would enable any firm or citizen in the EU to issue an order via a bank to block a debtor's bank account in another EU country. These proceedings would be quicker and less costly than having to go through national courts. According to the Commission, this would help EU companies alone to recover some €600 million a year.

The new rules would allow a creditor to issue an EAPO before the debtor is informed, so as to achieve a 'surprise effect' that prevents him or her from moving

the funds to another country.

An EAPO could be issued even before a court has ruled on whether the debt can be recovered. To discourage abuse of EAPO orders, legal affairs MEPs inserted a liability clause whereby a creditor would have to compensate the recipient of an EAPO if it is found to be unjustified. The text also provides for an alleged debtor to contest the EAPO immediately and oblige the creditor to set aside enough funds to cover compensation, should this prove necessary.

**"The new procedure will help reduce lawyers' fees and translation costs..."**  
Raffaele Baldassarre

The EAPO would be available as an alternative to national proceedings solely for cross-border cases. Once issued it would freeze the alleged debtor's account. However, any recovery payment would continue to be determined under national law. The committee backed the new legislation by 22 votes, with one abstention. The text is the result of an informal agreement between the European Parliament and Council that needs to be confirmed by both institutions before coming into force. The plenary vote is scheduled for April 2014.

## WMA opens in Dakar

**W**orldwide Movers Africa has announced the opening of its 15th African operation, this time in Dakar, Senegal. The Accra-based operation is directed by Guy Shepherd, the Group's Director for Business Development in West Africa, and offers full origin, destination and relocation services to fulfill the demands of this growing market.

Val Prinsep, the Group Chairman, said: "Guy continues to expand our network into new occidental markets that will complement those operating Ghana and, now, in Senegal."



● Guy Shepherd.

## Easier access for Worldwide Movers Africa – South Sudan

**A**s the roads of Southern Sudan deteriorate during the rainy season four wheel drive vehicles are handy and Ronald Mutesasira in Juba plays hardball with his monster Hummer. It also keeps Ronny better protected from stray animals and out of mammoth pot-holes. For really challenging smaller deliveries, this contraption is just the ticket!



● Ronald Mutesasira's Hummer.



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#### 2010 Scania R440 Highline

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Your colours. In build.



#### 6 x 2010 Mercedes 1843 Axor

2 man sleeper. Air con.  
Air suspension.  
5 container body.  
New paint.  
New MOT.



#### 2007 Iveco 75E16

Choice of 4.  
Euro 4. 24ft bodies.  
Low mileages.



#### 2008 Mitsubishi Canter

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Low mileage.  
Ideal city truck.  
Tie rails, etc.



#### 2008 MAN 18.240

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Having skirts fitted.  
New paint.



#### 4 x 2009 DAF LF 160

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Ramps and side table.  
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New MOT.



#### 2003 Mercedes Actros 1844

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● Lee adds the finish (left), while Tom and Andy work on a trailer.

# GENIUS

Steve Jordan went back to his Yorkshire roots to visit custom artist Andy Scott in Barnsley, the company responsible for much of the exotic artwork seen on vehicles brightening up the roads of Britain.

**S**o, you think you've seen a paint shop! Well, so did I, until I turned up at Barnsley to visit Andy Scott, his son Tom and their business partner Lee Atchison. Then my eyes were opened. Of course, I have seen custom paint jobs before, even if just in magazines, but I'd never seen them being done. I'm not sure what I expected, but it wasn't this.

Living in a computerised world makes us all a little blasé about talent. Not that computers don't release talented people to be able to re-create what's in their heads, and that's impressive enough, but when you see people creating art without technology, just using their own skill, it's breath taking. In fact, after I left, as I drove out of the Barnsley trading estate from which the lads work, I was already beginning to doubt what I had seen with my own eyes.

I was, at first, a little nervous about asking how they did it. I wanted to get a good story but I didn't want to break the mystery, to give away trade secrets that might in any way devalue what they did. I needn't have worried. There is no mystery. There are no tricks. Microsoft hasn't yet

produced a plug and play program that will let us all master the techniques in an afternoon. No, this is just unaided genius; if you don't have the gift, you won't learn it – no matter how you try.

**"Any imperfections will really stand out when we put the high-gloss finish on. It's either right, or it's no good at all."**

**Lee Atchison**

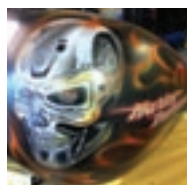
But there is a process, and this surprised me too. It requires the customer to give Andy or Tom a theme as detailed or as broad as they like. That's when computers do make a brief appearance. Tom creates a draft design for the customer to approve. After that, it's just manual labour.

First step is to prepare the vehicle. I'd imagined a good scrub with a bucket of Flash and you are away. No, that's not how it works. Preparation is Lee's job. It's a vitally important part of the process that brings the vehicle up to 'better than new' condition and presents Andy and Tom with the best possible painting surface. Lee checks the vehicle for damage, replaces

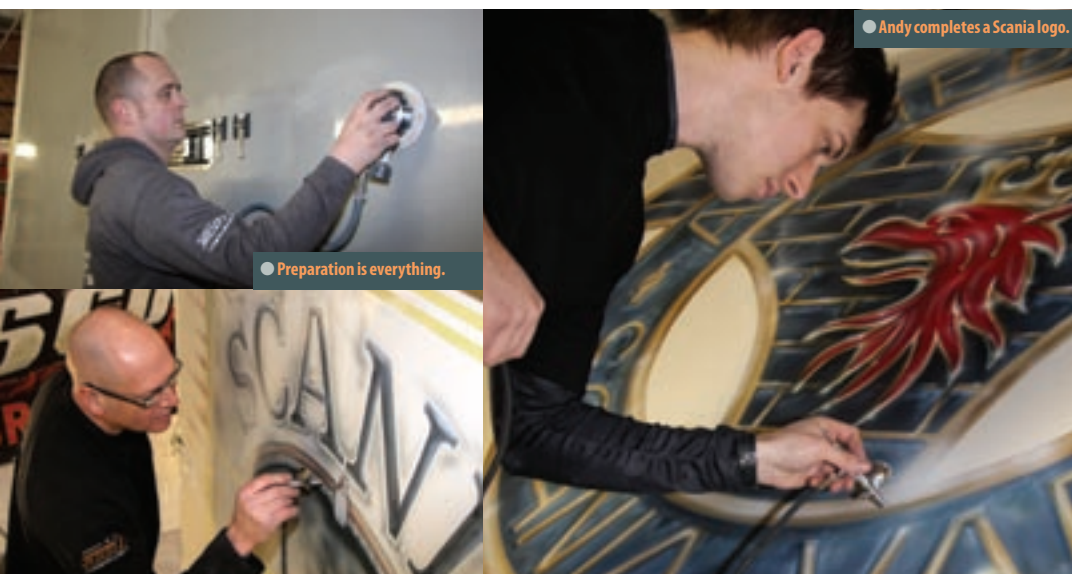
any imperfect parts, and modifies the vehicle if necessary. He then smooths out any scratches, dents, ripples and creases. He even rehanges the doors if they are not perfectly flush. "Any imperfections will really stand out when we put the high-gloss finish on," he explains. "It's either right, or it's no good at all." That's where the attention to detail starts and continues throughout. Next comes the base painting that provides the perfect surface for, as Lee puts it, "The guys to do their magic."

And magic it truly is. I had imagined some kind of sign writers' Jacquard equivalent that would transfer the basic image onto the vehicle for the painters to follow: a kind of painting my numbers. No way! With customer-approved design in one hand and a pencil, brush or air brush in the other, Andy and Tom just start work. "But how can this be," I asked? It just defies logic. With a whole expanse of a lorry side as a canvas how can it be possible to 'just start' without anything, apparently, as a guide? The answer is simple.

Andy was drawing and painting before he went to school. When he got his first



● An example of the Scotts' motorcycle tank art.



● Preparation is everything.

● Andy completes a Scania logo.

# ATWORK

push bike, he painted it. When he got his first motorbike he did the same thing. "All my mates wanted theirs doing too so we were all going about on custom-painted mopeds," he said. Then he got a car, a mini, and painted that, and people asked him to do theirs. "It's all I have ever wanted to do." He's been doing it now for 32 years.

**"All my mates wanted theirs doing too so we were all going about on custom-painted mopeds."**

## Andy Scott

Tom too has inherited his father's gift. He attended the same college in Rotherham and now has this quite unbelievable ability to transfer designs from paper to vehicle with a precision and flair that I have never witnessed before. "Some people say we are like artists," he said. There's no doubt about it Tom, you are artists all right.

Still sceptical, I probed more. I have been around testosterone-driven workshops often enough to recognise a wind-up opportunity when I see one. There just had to be a trick. Andy was working on the back door of his latest project, a Scania road train for Matthew James Removals. The design included a full width Scania

logo. I asked how he could get the lettering spot on just by eye. Andy sighed a tolerant sigh, stepped off the platform and, with the aid of nothing more than a pencil and a piece of string wrote my name on the white workshop wall, in exactly the same font and style, in two minutes flat. He then returned to his work. I was speechless.

When the artwork is complete and approved, Lee returns. His task now is to provide the finishing touches; to convert the delicate painted surface into a colour-fast, scratch-resistant, glass-like surface that will provide years of service, accentuate the colours, and make sure the paint looks great now and for decades to come if necessary. I watched him do it. Each coat carefully applied, rubbed down and applied again, maybe up to ten times, to create the depth of shine and to make sure that any relief in the

paint is covered and protected. "Look, you can see

● Left to right: Lee Atchison, Andy Scott and Tom Scott.



where this is rippled," he said, pointing out an area of a motor bike petrol tank. I nodded, unable to see a single blemish. "I use 2000-grit paper until I get it perfect." It's then fully waxed and every piece individually valeted so it's immaculate inside and out. See what I mean about detail!

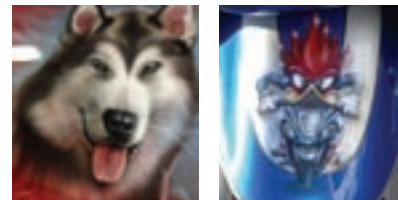
In his career Andy's work has graced the front cover of glossy magazines many times. He says his first cover of *Custom Car* was the pinnacle. Today the lads paint bikes, cars, vans and trucks for companies who really want to make a statement. Their work maintains and often creates a company's image making vehicles stand out in the crowd in a way that cannot help but impress.

"But why bother painting rather than using vinyl wrapping," I asked what I thought might be a reasonable question. Andy stopped short of escorting me from the building to explain that vinyl shrinks after a few months and discolours and if it gets damaged it's wrecked ... and ... and ... I got the idea pretty quickly.

How much does it cost? Well that could be just about anything depending on what's involved. A small airbrushed image on a car or van might be a few hundred, a whole van maybe a few thousand and a road train – well, probably better not ask. But it does say something about the owner that is hard to put into words: quality, attention to detail, pride in a job well done and, a sense of humour, essential for successful business.

Do you fancy having one of your vans converted into a travelling piece of art to show off your business and create the wow factor? If you do you'd better get booked in early. It's not a job to be rushed. It's got to be right. Oh, and there's one other thing. Andy is a bit OCD on time. If he says it will be ready for Truckfest, next Wednesday, your grandma's birthday or the BAR conference, it will be. No mistake.

● To get in touch e-mail Andy at: [custom\\_painthouse@yahoo.com](mailto:custom_painthouse@yahoo.com).



● More examples of the Scotts' airbrushing skills.

## NEWS: INTERNATIONAL

## Unigroup win bid to become a choice vendor for CapitaLand

UniGroup Relocations in Singapore recently won a bid to become a choice vendor for Asian real estate company CapitaLand.



● CapitaLand's Interlace development.

CapitaLand recently invited UniGroup and other vendors to a trade show specifically organised to attract prospective buyers of apartments in their newest development: Interlace. According to UniGroup Interlace is "a radical feat of architecture and a rebel against the monotony of Singapore's vertical living spaces". The complex consists of a series of six-storey apartment blocks that are stacked and interwoven in a hexagonal

arrangement.

UniGroup took the opportunity to showcase different relocation services to future residents of Interlace at the road show. The UniGroup team were able to generate a number of successful leads promoting its services. Lucky draws and goody bags were given to the attendees of the show too.

UniGroup Relocation is set to participate in two more upcoming projects for CapitaLand in the near future.



● Brittany Ferries' Etretat.

## New Brittany Ferries service: Portsmouth to Le Havre and Santander

Brittany Ferries started a new service between Portsmouth and Santander in northern Spain and five return crossings between Portsmouth and Le Havre on 25 March.

The company said that cabins will all have en-suite facilities, there will be a reserved seating lounge with free Wi-Fi, and a movie lounge.

Simon Wagstaff, Group Freight Director, commented: "We are delighted to be able to offer a new weekday service between Portsmouth and Le Havre as well as reintroducing significant freight capacity onto the very popular weekend by-pass service to Santander. The very well established route to northern France will provide our customers with a further option as we broaden our network eastwards. The additional capacity

**"The additional capacity at night from France is a direct response to customer demand ..."**

Simon Wagstaff

at night from France is a direct response to customer demand and the midday departure from Portsmouth provides a fifth daily departure from France from this very well connected port."

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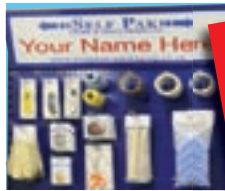
The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

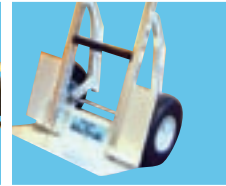
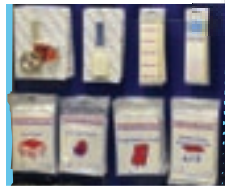
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# MALAYSIA

## THE MEANING OF ESCAPE

Malaysia is a fantastic land of dramatic contrasts. Steeped in cultural and ancient religions, it is also famous for having one of the most advanced and robust economies in Southeast Asia. Our well-travelled writer Ed Roberts opens the door to one of Southeast Asia's most fantastic countries.

Divided into two land masses by the South China Sea, the prosperous and slightly advanced Malaysia Peninsula, home to the nation's major cities and seat of government, lies to the west. To its east is Malaysian Borneo – well known for its jungles, wild orangutans and its famous neighbour the Kingdom of Brunei.

At first glance, Malaysia's largest cities appear to be futuristic yet closer exploration reveals old neighbourhoods full of old charm and traditional architecture displaying influences from many different cultures. Mosque minarets vie for sky

space but are dwarfed by some of the world's tallest structures. For instance, Kuala Lumpur (KL) is home to the Petronas Towers, former holders of the record for the planet's tallest building (for at least ten minutes). The modern blends effortlessly with the old as traces of the country's tussled past linger round every street corner. Architectural relics from the British Empire and the East India Company periods are still to be found all over, namely KL's central rail station or Fort Cornwallis in Georgetown. Reminders of the Japanese invasion in WW2 can still be found too but are far

less prevalent. These days the Malaysians themselves are making their own indelible mark on the land.

During the late 18th and 19th centuries, Great Britain established colonies and protectorates in the area of current Malaysia; these were later occupied by Japan from 1942 to 1945. In 1948, the British-ruled territories on the Malay Peninsula (excepting Singapore) formed the Federation of Malaya, which became independent in 1957.

Malaysia was formed in 1963 when the former British colonies of Singapore as well as Sabah and Sarawak on the

● Statue at the Batu Caves.





Malaysia has to be a top pick amongst travellers that love to get lost in a friendly and interesting country. It's a thoroughly immersive experience.



● Left: Lankayan Island, off Borneo; top: The Petronas Towers in Kuala Lumpur; above: a tea plantation in the Cameron Highlands.

The modern blends effortlessly with the old as traces of the country's tussled past linger round every street corner.

northern coast of Borneo joined the Federation. The first several years of the country's independence were marred by: a Communist insurgency; a series of Indonesian confrontations; Filipino claims to Sabah; and Singapore's departure from the Federation in 1965. Beyond infrequent border clashes with Thailand, its neighbour

to the north, Malaysia has remained relatively peaceful for over 50 years.

Malaysia has a multi-ethnic, multicultural, and multilingual society. The original culture of the area stemmed from indigenous tribes that inhabited it, along with the Malays who later moved there. Substantial influence exists from Chinese and Indian cultures, dating back to when foreign trade began. Other cultural influences include the Persian, Arabic, and British.

The infrastructure of Malaysia is one of the most developed in Southeast Asia. Fresh water is available to over 95% of the population. Its telecommunications network is second only to Singapore's in the region. The country has seven international ports, the major one being the Port Klang. Although rural areas have been the focus of great development, they still lag behind areas such as the west coast of Peninsular Malaysia namely KL, Georgetown, Putrajaya and Malacca. The economy has traditionally been fuelled by its natural resources, but is expanding in the sectors of science, tourism, commerce and medical tourism. Its national motor car brand, the Proton, is held up as an international success story of the 2000s.

Alcoholic drinks aren't banned in Malaysia but they are hard to find in some regions. However delicious food is in abundance thanks to the cultural drift and the wonderful blend of indigenous, Indian and Chinese cuisine. It's even possible to find the best calzone outside of Italy in Malaysia (it's to be found in a restaurant along Lebu Chulia in Georgetown). If you are a 'gastro wimp' you can also find familiar brands from the west in all of the major cities and even some of the larger towns. You won't find pork on the menu though even if you see sausages or bacon on the menu, so fans of sizzling pig flesh you'd do well to avoid the strange substitute that's served in its place.

● Above far left: Kuala Lumpur street vendor selling pork satay; above left: Putra Mosque; top: walking in a Kuala Lumpur park; above: Kek Lok Si temple.

Great places to visit are the Gen Ting Highlands Theme Park which is home to the world's longest cable car ride; the ancient port of Malacca for its evidence of Portuguese inhabitation and its wonderful streets and temples and the Cameron Highlands, to escape the hot weather and its miles of rainforest trails and tea plantations. In KL alone you can visit Batu Caves, a world famous pilgrimage for Hindus complete with intimidating monkeys; Kek Lok Si near Georgetown; the Petronas Towers; the strangely forlorn South Asian Space Museum; and the world's largest open air aviary. The east coast of Peninsula Malaysia is predominantly inhabited by Muslims and it offers a truly excellent road trip for holiday makers who want to escape virtually everything that reminds them of Europe or the USA. Along the same coast you'll find the world's most remote Club Med (at Cherating); the beautiful honeymoon destination, the Perhentian Islands; and the involving cities of Kuala Terengganu and Kota Bharu.

Malaysia has to be a top pick amongst travellers that love to get lost in a friendly and interesting country. It's a thoroughly immersive experience. The cities are modern enough to attract immigrants with skills in the IT and finance sectors from India, China and Europe. There is also a government scheme called 'Malaysia - My Second Home' that encourages westerners to settle there with an attractive and seemingly straightforward immigration process that allows overseas residents to live there for ten years whilst still retaining citizenship of their country of origin.

Malaysia is a country with a difference where people can truly realise the meaning of 'escape.' It's certainly an upwardly mobile country too and a really friendly, welcoming one at that.

## FEATURE: MALAYSIA



● Left: staff at Intermovers; above: Intermovers Van

## INTERMOVERS' JULIEN WILKINSON - MALAYSIA'S NEWEST ARRIVAL

British ex-patriate Julien Wilkinson swapped the rolling Cotswolds for the steamy climes of Malaysia when he joined Intermovers recently. Ed Roberts learns about the positive challenges such a move has brought about for him and his new employers.

Julien Wilkinson brings 25 years of experience in the removals and relocations business to his new post as 'international sales specialist' for Intermovers. Now based in Kuala Lumpur (KL), the new move continues to be an exciting challenge for him. He feels that his extensive knowledge of the moving industry means he'll be more than equipped to address anything that comes his way despite the change.

Julien has an enviable perspective on the challenges that face new arrivals because he understands the mechanics of an international move. The move itself from the UK was a huge task because he also moved his family and brought along a lifetime's worth of belongings. For them, Malaysia is a totally new country that has its own largely unfamiliar processes and bureaucracies. Culture shock receded quickly though. To help him and his family along he sought help from a relocation service to arrange the finer points of the

**"The company's philosophy is to combine the traditions of good old fashioned customer service and hard work through technological innovation and our globalised partnerships ..."**

**Julien Wilkinson**

move. "I know that finding suitable accommodation and getting settled in isn't always easy but we were helped by Intermovers' sister company DSP Relocations Asia-Malaysia," he said.

Intermovers are very well situated to help the ever-growing ex-patriate marketplace, especially since the 'Malaysia - My Second Home' visa has become more popular. It has offices all over Malaysia including: KL; Johor; Penang; Sarawak; Sabah; and Brunei.



Julien recognises that Malaysia is multi-cultural and this is reflected in the diverse international make-up of staff that he works with at Intermovers. Since the firm was founded in 1996, it has employed people from the UK, India, China, France as well as Malaysia. English is widely spoken alongside Malay and Chinese across the country. This makes business communication easier for Julien. "The company's philosophy is to combine the traditions of good old fashioned customer service and hard work through technological innovation and our globalised partnerships," said Julien.

Since his arrival in KL, Julien has noted lots of interesting contrasts between UK and Malaysian removals trades. From day-to-day tasks to management protocol, it's been a revelatory experience. For example, moving furniture poses its own set of challenges in a city like KL as many of its residents live in high-rise apartment blocks that are frequently taller than 40 storeys. Crews are often called upon to move household goods up and down staircases with temperatures in the region of 34°C. "The crews often have to be booked into the complex, building bonds need to be paid in case of any damage, and all this has to be achieved within strict timescales," said Julien. All relocations are completed with smaller vehicles because the streets are often too narrow or crowded to accommodate large lorries. Like the UK, Malaysia has its own unpredictable weather cycle. "One second it can be sunny and then within minutes there can be a monsoon rainfall. Conditions are obviously difficult to predict," said Julien.

The differences make the job all the more interesting for Julien. "Living in Malaysia in a multi-cultural society is never dull, with the fusions and aromas of food and spices, the sounds and sights and not to mention the driving!" He clearly loves his new home country.

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

# FELIX RELOCATIONS

## 30 YEARS IN MALAYSIA

Felix Relocations Malaysia was formed in the early 80s and has flourished over the years helping countless individuals and organisations with their relocations, both domestically and internationally.

**F**elix is based in Asia's cultural melting pot, in which different races and faces come together in a unique and special relationship that makes the country one of the most popular destinations in the world. Over the last 30 years the company has evolved and expanded its services to cater for the

The team at Felix works hard to provide a first class service to its customers and in 2013 the company was awarded a relocation contract for CIMB Bank Bhd, one of Malaysia's biggest financial institutions.

market's increasing demands in the relocation business. As well as office and household goods relocations, Felix has added pet relocations, records management and document destruction to its services. To meet the growing demand elsewhere in the region the company has expanded to neighbouring countries including Singapore and Indonesia to provide local services to its clients.

Port Klang the largest port in Malaysia with its two sides, North Port and West Port, along with KLIA, one of the most modern airports in the world, provide gateways to all regions of the country. The ports are equipped with state of the art facilities, hassle-free customs and



● Terence Davindran, General Manager, Felix Relocations, Malaysia.

manned by fast and efficient personnel. Malaysia is well-known for its hospitable, courteous people who give a warm welcome coupled with a sincere smile.

Business dealings in Malaysia have their own traditions. The deal is not concluded until it is all put down in writing - permits, documents approved, papers signed and sealed. It is vital to make sure everything is in order before a shipment is released right up until it has

docked or landed at the destination.

The team at Felix works hard to provide a first class service to its customers and in 2013 the company was awarded a relocation contract for CIMB Bank Bhd, one of Malaysia's biggest financial institutions. The project involved consolidating five different offices into one main building, with 2,057 personnel.

At Felix they don't just say 'will do' they say 'Boleh lah'... Can be!

## AN UNSOLVED MALAYSIAN MYSTERY

**A**t around 3pm on Easter Sunday on 26 March, 1967 Jim Thompson, internationally known as the 'Thai Silk King', walked out of Moonlight Cottage where he was holidaying with friends in Malaysia's Cameron Highlands and was never seen again.

Thompson's disappearance would go on to become one of South East Asia's greatest modern mysteries.

There are many conspiracy theories that rose up in the wake of Thompson's vanishing. One aspect of his life that added fuel to rumours of foul play was his time during WW2 working for the US precursor to the CIA.

After the war Thompson settled in Bangkok and in 1948 started the Thai Silk Company. In doing so he helped to rebuild the Thai silk industry. His involvement in

the trade made him a millionaire.

To this day, Mr Thompson has never been found and none of the conspiracies have been proven to be true.

There is a Jim Thompson History and Silk Museum in Thailand.

To read more about the mystery visit: [www.jimthompsonhouse.com/life/index.asp](http://www.jimthompsonhouse.com/life/index.asp).

Jim Thompson, the 'Thai Silk King' is no relation to Crown Worldwide Group's own Jim Thompson.



## NEWS: ON THE ROAD



● Dr Ross Moloney, CEO of Skills for Logistics

## Certificate to Work helps new LGV drivers

Certificate to Work, the employer led initiative launched by Skills for Logistics (SfL) in partnership with Pearson – that claims to be the world's leading learning company – will standardise the training of new LGV drivers, and show that they have the knowledge, competence and skills to be safe and eco-practical drivers in the future.

**W**orking with stakeholders, SfL and Pearson have ensured that the Certificate to Work provides learners with the knowledge, competence and skills that employers are looking for. Comprising several components, including industry licences and certificates as well as formal accredited qualifications, the certificate will set a new standard for new LGV drivers to achieve.

Dr Ross Moloney, CEO of Skills for Logistics, said: "It is estimated that for the 2010 – 2020 period, 149,000 new drivers will be needed; the Certificate to Work is a positive step for attracting new drivers into the industry irrespective of their experience because they will be able to demonstrate that they have the knowledge, competence and skills to be a safe and eco-practical driver."

Christina Stone, Business Development Manager of Pearson, said: "By delivering the Certificate to Work we are confident that the new LGV drivers will be of a high standard and will have the knowledge, competence and skills to work safely in the sector, achieving long term careers."

The certificate will be particularly useful for young, inexperienced NEETS (Not in Education,

Employment, or Training), those with experience but are changing career (e.g. warehouse to wheels), and experienced drivers from the MOD who have not previously used their Cat C or Cat C+E licence.

It is important to get the right people who want to become LGV drivers, to the employers. Candidates will go through a rigorous initial assessment that will ensure they have a clear understanding of what it takes to be an LGV Driver. Candidates will not be able to achieve the Certificate to Work unless they have either been working for a logistics employer or been provided with some work experience with an employer.

Once a learner has achieved the Certificate to Work, employers will know they have everything they need to carry out the role of an LGV driver.

Candidates who register onto the Certificate to Work will also become members of the Logistics Guild, giving access to further help including The Logistics Guild Credit Union, which offers finance for new learners so they can achieve the Certificate to Work.

● **For further information on the Certificate to Work programme, visit:** [www.skillsforlogistics.org](http://www.skillsforlogistics.org), <http://logisticsguild.com> and [www.edexcel.com/quals/ctw](http://www.edexcel.com/quals/ctw).

## One in ten driving on 'autopilot'

The Institute of Advanced Motorists (IAM) is urging motorists to beware of the perils of driving on autopilot following research which shows that one in ten drivers are often unable to remember their entire car journey.

**T**he poll of almost 1,500 drivers, carried out by Vision Critical on behalf of the IAM, also revealed that 54% of drivers admitted to missing a turning because they were distracted. A further 14% of drivers are quite often unable to recall any part of their journey in the car.

Younger drivers (18-25 year olds) are the most likely to be in danger of distraction. 35% stating they couldn't recall any part of their journey, often or quite often. In comparison, only 5% of older drivers (65+) admitted to not remembering their journey.

Driving on autopilot appears to differ by region too. 22% of Londoners say they sometimes don't recall part of their journey, compared to only 11% of Scottish drivers, and 10% of drivers in the South West.

The survey also found that this behaviour had a significant impact on performance, for example, 54% of drivers admitted to missing turnings because of it.

IAM Chief Executive Simon Best said, "It's all too easy to get behind the wheel and zone out completely. Being distracted enough that you miss a turning is

a sign that driving is a task that has fallen too low in your brain's priorities. While we all have other concerns and stresses in our lives which can take precedence in our minds, the act of driving should remain your biggest priority when behind the wheel."

"The fact is it takes too long to react appropriately if you are not concentrating on driving. Being distracted can have serious consequences, it could mean that you're less likely to see that cyclist or child running out until it's too late."

The IAM offers the following advice to keep you alert on the roads:

- Keep your eyes moving;
- Make concentrating on the road ahead your main priority;
- Roll down the windows for some fresh air.

### For longer trips:

- Plan your journey to include a stop at least once every two hours;
- If you feel drowsy, stop at the next service area and stretch your legs;
- For longer journeys, where possible, share the driving with another driver;
- Make sure you drink enough fluids.





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## PROFILE: FONTANA MOVING



# Quality first

Steve Jordan visited Gary Fontana, Managing Director of Kent's Fontana Moving: a company that places an emphasis on giving a quality service above all else.

A couple of weeks ago, I paid a visit to Fontana Moving in Strood, Kent to catch up with its Managing Director Gary Fontana. When I arrived in the pouring rain at its modest headquarters on the north bank of the River Medway, I was greeted by the gleaming spectacle of one of Fontana Moving's 17 tonne removal vans. 'Nothing too special in that' you may say,

regarding the fact that I had come to visit a removals firm, but the van clearly wasn't brand new and with the recent bad weather making road conditions muddy and wet, it was a shiny and clean sight to behold. The good impressions continued when I saw how neat, tidy and well-presented Gary's offices were. After shutting the storm outside, we began our chat about his plans for Fontana Moving's

future and his 30-year journey in the trade so far.

Next year will be Gary's 30th year in the removals industry, having begun his career at Pickfords back in 1985. He then struck out on his own in 2004 to set up Fontana Moving. After very modest beginnings, Gary now employs nine regular staff, as well as his son and daughter who work during their summer holidays from university. Gary also employs

his wife in the office part-time. His current vehicle pool includes three 17 tonne trucks and two 7.5 tonne vans – three of which were successfully converted to comply with low emission regulations back in 2007 making them all compliant.

**"I received good industry training at Pickfords, so in turn I've learnt that good staff training is important ..."**

Gary Fontana

So what is Fontana Moving up to these days? "At present, business is split 50-50 between the domestic and commercial sectors," said Gary. "We are working hard to increase trade in northern Europe by establishing regular runs to Germany, Belgium, the Netherlands, Denmark and Luxembourg." Fontana Moving has good contacts throughout Europe and offers a door-to-door destination and origin service on their behalf. A high percentage of the jobs are for freight moving between Germany and the UK. "We've also done a few groupage jobs across to Australia and New Zealand but I would really like to establish the brand across northern Europe before I target markets further afield."

Gary explained that staying closer to home is not a case of false modesty. He places an emphasis on delivering quality and maintaining a human touch, which he believes is only possible if you don't dilute your work by overstretching your resources. Gary said that being contactable is important. He has always made himself available to his customers



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## PROFILE: FONTANA MOVING



● It's a clean machine!

via telephone to answer any queries that may arise outside of normal office hours. It costs very little to offer such a small plus, yet it's a personal feature he feels many of his competitors lack. It shows his commitment to his customers and he's keen to maintain a high degree of personal care.

"I received good industry training at Pickfords, so in turn I've learnt that good staff training is important," said Gary. He still goes out on the vans a few times a week to help the staff maintain the company's high standards. He enjoys it and he feels it sharpens everyone's attention to detail. "This duty of care can make all the difference to a job and it's what separates us from our competitors. For instance, our domestic customers will always be kept up to date, if we say that we'll begin a job at eight o'clock we'll begin a job at eight o'clock, we pride ourselves on being reliable," said Gary. On an even more personal level, the guys at Fontana Moving like to make a point of looking after their customer's prized possessions whether it's an antique dresser or their grandma's old tea pot. They

enjoy that extra level of care.

Usefully, Gary has recently added a short video to the Fontana Moving website for its clients that identifies the different kinds of packing materials and covers available. Its inclusion is a very helpful visual aid for customers who may be unfamiliar with the terminology and are completely unaccustomed to moving house. Like Gary said, it's this kind of care and attention that counts in the end.

Fontana Moving isn't a member of any national trade association but Gary has registered his company with the Medway Council Fair Trader Group. He maintains that membership offers good networking prospects in the local area in addition to a requirement by Trading Standards to check each member company's 'terms and conditions', and that all of its staff are CRB checked. Having Fontana Moving staff CRB checked is important to Gary because many of them go into people's homes. Gary feels that the check demonstrates an extra level of security and assurance for his clients.

The conversation turned to Gary's

hopes and plans for the future. The highest priority is the intention to establish regular trade routes into northern Europe. He is also considering applying for BAR membership and installing satellite navigation for his fleet. The long-term goal is to expand Fontana Moving's premises to include its own warehouse and storage containers. On a more personal note he confesses that he loves the north-west Kent region and would like to stay in the area where he has enjoyed providing

jobs for local people.

Despite the pouring rain I wrapped up my trusty Canon against the elements and took a snap of the truck. It seemed a shame not to as it was clearly so well cared for and had been waiting patiently in the yard for so long. All in all, it was a heartening experience to meet Gary and to see that he was paying more than just 'lip service' to giving his clients a good quality moving experience. It is a nice company with, no doubt, a prosperous future.

## 15 African countries And now, with Senegal

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# WHAT YOU NEED TO KNOW ABOUT



In these days of digital cameras and social media it's easy to publish pictures on the Internet and send them around the world in a flash. That's fine if you've taken the picture yourself and therefore own the copyright, but what happens if it belongs to someone else and you don't have their permission to use it?

**G**et it wrong and you could find yourself in hot water or even in court, so knowing the rules before you post something on your Facebook page or website could save you a lot of headaches, not to mention a lot of money.

The people at the Intellectual Property Office - who know about these things - have just published what they call a Copyright Notice explaining the latest rules about using digital imagery for both businesses and individuals. There isn't room to include everything here, but these are some of the main points you need to know.

## Copyright in images and photographs

Most images and photos are likely to be protected by copyright. This means that a user will usually need the permission of the copyright owner(s) if they want to copy the image or share it on the Internet. These include digital photos taken on mobile phones and digital cameras; images that were first generated on photographic film and any digital images created from them; and images such as diagrams and illustrations.

## Who owns copyright in an image?

The person who creates an image 'the creator', such as somebody who takes a photo, will generally be the owner of the original copyright. However, if it was created as part of the creator's job, the employer will generally own the copyright.

Some images which appear on the Internet are controlled by picture libraries which either own the copyright in the images or have the copyright owners' permission to sell rights to use the images. The picture libraries sometimes restrict

how the copies of the photos are used as part of their contract terms when they allow people to use the images. The restrictions may not arise out of copyright law: an image library can set terms and conditions of use in respect of images it supplies, including ones which are out of copyright, through a contract.

## How long does copyright in images or photos last?

The length of the copyright period will depend on when the image was created. Generally speaking, copyright in images lasts for the life of the creator plus 70 years from the end of the calendar year of their death. That means that images less than 70 years old are still in copyright, and older ones may well be, depending on when the creator died.

## What if I do not know who the copyright owner is?

Copyright does not disappear simply because the owner cannot be found. In a work where the copyright owner is not known or cannot be located, permission to use the work cannot be obtained. These are known as orphan works, and under the current law these cannot be copied. A forthcoming change in the law will allow people to buy licences to use these works in some circumstances.

Even if there is no evidence of an owner, any unauthorised use of the photo without permission would be an infringement of copyright.

## What if there is no © (copyright) symbol, year or name with the image?

The copyright symbol does not have to be present for copyright to exist, so just because there is no

name or copyright symbol associated with a photo or image does not mean the copyright has expired.

## Is there any way I can be completely safe when I use an image from the Internet?

Almost any image on the Internet is likely to be protected by copyright, so it is only safe to use it if there is specific permission to do so through a licence or in the terms and conditions of the website supplying the image (assuming it is the copyright owner's website or another website which has the copyright owner's permission to allow other people to use an image). The use of licensed images ought to be much safer than using unlicensed images.

## What are the consequences of copyright infringement?

When someone infringes copyright, there are various courses of action which could be taken by the individual or organisation which owns the copyright. The user of the image may be asked to purchase a licence, and a commercial arrangement might be reached after which no further action is taken. However, legal action might be taken by bringing a claim in court which could result in having to go to court for a hearing.

Deliberate infringement of copyright on a commercial scale may also lead to a criminal prosecution.

Even in situations where people may think their copyright infringement will not be detected, they run the risk of being discovered and consequently being pursued through the courts.

● **For further information about Copyright Notices, e-mail [copyrightnotices@ipo.gov.uk](mailto:copyrightnotices@ipo.gov.uk).**



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## NEWS: PRODUCT

## Safety award win for Linde fork lift trucks

Linde Material Handling has won the safety award for its R14-R20 Reach Truck range in this year's Fork Lift Truck Association Awards for Excellence 2014.

The annual awards represent the industry's foremost recognition of engineering and design excellence. The new generation range, which was launched by Linde last year, received the award for its outstanding assortment of innovative safety solutions that have revolutionised operator safety,

comfort and productivity.

Linde's Warehouse Product Manager, Jana Vitkova said, "We are extremely happy to have won the Safety Award for the R14-R20 reach trucks, this award win is a testament to the innovative product development and safety consciousness that we have continued to show throughout 2014."

The range boasts a high-visibility, end-to-end, panoramic toughened glass roof, which aims to protect the operator from falling objects as well as providing additional visibility for faster and safer load handling. To further improve safety, the range also offers a side hoop guard at shoulder height to provide better protection for the operator and a hydraulically actuated load wheel drum and automatic electric holding brakes fitted as standard offering superb brake performance.



● Linde R14-R20 Reach Truck.

## Yardramps for easier loading

Thorworld Industries are promoting mobile yardramps for the easy loading of shipping containers without the need for a fixed loading bay.

The suppliers say that this portable ramp can be quickly and safely positioned at the

back of a container truck to provide ramped access for fork lifts. Prices start at £5,100 or ramps may be rented from £35 per week.

● [www.thorworld.co.uk](http://www.thorworld.co.uk)

● A yardramp makes loading and unloading easy without the need for a fixed loading bay.



## Steelies for ladies

Rock Fall (UK) Ltd, has recently launched a range of safety footwear designed specifically for women's feet. This will be ideal for all women working in warehouses and with packing crews.

Some movers have introduced female members of packing crews in an effort to put lone women at ease during the pack up process.

The new boots and shoes are shaped specifically to fit female feet and in female sizes, thus providing better fit, comfort and ultimately, optimal safety to women wearers.

The industry's first specialist range of women's safety footwear all have toecap and midsole protection to the EN ISO 20345:2011 Standard. They use materials such as full grain leather, nubuck, and suede, they are lined with breathable moisture wicking fabrics, featuring a shock absorbing anti-fatigue foot-bed for comfort.



● Two of Rock Fall (UK) Ltd's new ladies' styles.

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## The social media revolution has just begun

In the last ten years Facebook has grown to 1.2 billion active users, with a revenue of \$7.9 Bn in 2013. Big numbers, but also just \$6.50 of revenue for each active user. So, according to KPMG, the social media revolution has only just begun.



**T**he social media market is only just beginning to mature. As it grows society can expect users to become far more savvy about the value of their information, and the return they demand from offering a window into their lives and hopes. Privacy is ultimately a personal choice, but that needs to be an educated choice, with more transparency about the trade social media platforms offer users between their privacy and the marketing or provision of tailored services. Society will debate people's rights over their data, and rightly demand market models which allow users to share in the value generated from that data. All of this must be founded on trust between users and social media providers.

Malcolm Marshall, KPMG's Head of Information Protection & Business Resilience said, "We can also expect governments to attempt regulation of social media, whether to protect the vulnerable in society, or in some cases to succumb to the temptation to limit free speech. Social media is not beyond the law, albeit that

jurisdiction is tricky to determine, and we can expect more cases around defamation and even debates on just who owns the rights to your social media presence after death."

Governments will start to concern themselves more with the functioning of the market, challenging monopolies and anti-competitive behaviour which will be difficult in such a rapidly changing environment.

More and more personal data will be traded, not just photographs and postings, but every aspect of people's lives from their every movement to videos from their personal webcam. Devices will be online reporting on the food people eat, the electricity they use, and even how they drive their cars.

The market can expect innovative models for exploiting that data, but equally growing concerns over misuse and abuse of that data. While the data is a goldmine for commerce, it is also a wonderful opportunity for organised crime and, as Edward Snowden's disclosures have shown, for intelligence services.

## @ Comment

How is social media affecting your business? Is it a boon or an unnecessary distraction that's getting in the way of making a living?

Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).

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## INSIGHT: ZERO HOURS CONTRACTS



● Zero hours contracts have many benefits, allowing employers a flexible workforce they can call upon as the workload demands.

# Ten top tips for zero hours contracts

Zero hours contracts have been in the news stirring up a controversy in recent months due to misuse by some rogue employers – so much so that the Business Secretary Vince Cable says he will be looking at them very closely. By Sandra Beale.

**Z**ero hours contracts have been in place for many years without much trouble, but since the recession they have been used increasingly creating job uncertainty for many and low pay conditions. They are ideal for students and individuals who are only seeking occasional work, but not ideal for individuals with heavy financial responsibilities such as a mortgage.

Zero hours contracts do have many benefits for employers allowing a flexible workforce that can grow or diminish according to workload demands. Here we list ten top tips for zero hours contracts.

**1** Use zero hours contracts reasonably. They are ideal to flex your workforce when workloads have peaks and troughs and there is not a constant need for certain members of staff. Having a pool of workers to call upon is ideal. Any who regularly refuse work should be removed from the company's books.

**2** Zero hours contracts should not be given to staff who you use on a very regular basis otherwise

the staff could claim enhanced employment rights. Pulling different employees from the pool is best so that the working arrangement is very ad hoc. Employees who are used regularly might be best suited on a fixed term, annualised hours or part-time contract.

**3** If you decide at the last minute you don't need to call an employee on a zero hours contract into work, if you have already pre-arranged that they will work you should pay them. The Chartered Institute of Personnel and Development recommend as a minimum paying their travel expenses and one hour's pay as compensation.

**4** Ensure you provide staff on zero hours contracts with written employment terms and conditions which is required by the Employment Rights Act 1996. The terms and conditions should be reviewed on an annual basis to ensure that the zero hours contract still reflects the actual working relationship.

**5** Do not impose any restriction on staff with zero hours contracts so that they are free to work for other

employers. Therefore remove any exclusivity clauses in employment terms and conditions. Zero hours staff should also not be on call without pay or the offer of work.

**6** Consider providing comparable rates of pay to staff on zero hours contracts with those on other types of contract. Whilst this is not essential there is an outside change you might have to justify any wage disparity should this be challenged in an employment tribunal.

**7** Ensure staff on zero hours contracts are aware of your company's employee handbook and HR policies and that they know they should comply with them.

**8** Train your line managers in the operation of zero hours contracts to ensure they are managing zero hours staff in accordance with employment law and shifts are issued appropriately.

**9** Keep careful records of zero hours staff working hours to ensure they receive the correct amount of accrued holiday pay. Holiday pay can be paid on a quarterly basis. If

rolled up holiday pay is used instead it must be clearly shown in the employment terms and conditions (how it is calculated) and in wage slips.

**10** Manage the working hours of zero hours staff well by distributing work. Zero hours staff are not entitled to statutory sick pay or maternity pay if they are only allowed to work on an ad hoc basis. It is therefore lawful that they do not accrue these employment rights on a correctly used zero hours contract.

### Sandra Beale

Sandra Beale is owner/manager of SJ Beale HR Consult, an HR consultancy that provides flexible practical support to small and medium sized businesses. Sandra has almost 20 years' experience in the HR industry and has excellent employment law knowledge to help businesses with all staff issues.  
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e-mail: [info@sjbealehrconsult.co.uk](mailto:info@sjbealehrconsult.co.uk).

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## NEWS: PEOPLE

## Neil Matthews becomes an Associate of the Chartered Insurance Institute

Neil Matthews, from Pound Gates, Chartered Insurance has recently passed his final exam to complete his Advanced Diploma in Insurance and become an Associate of the Chartered Insurance Institute (ACII).

The Advanced Diploma is a highly respected professional qualification for those working in the insurance industry. It provides an enhanced understanding of insurance practice, both in terms of technical subject matter and application of skills, and is a comprehensive assessment of market knowledge and understanding. The qualification evidences individual's purpose, commitment and ability to work in all sectors of insurance.

For his studies Neil has

concentrated on legal liabilities, motor risks, marine cargo and storage insurance enabling him to offer clear advice to all customers in the removals and self storage industry he is involved in, as well as clients with broader insurance needs beyond the scope of his sector specialism.

Neil joined Pound Gates from school 19 years ago and during his time has worked across the business including cargo, marine underwriting and claims



● Neil Matthews

departments. In 2004 he joined the removals and self storage side of the business, growing exceptional expertise in the key aspects of risks faced by his clients.

Rob Thacker, Director at Pound Gates commented, "Neil thoroughly deserves his success. He has a family and a very demanding job so completing this qualification 18 months earlier than his original objective is an incredible success, and as a company we are extremely proud of him. This achievement continues to show how dedicated he is to his career and the company. I couldn't be more pleased."



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## The White & Co Mystery Mover



Sadly there were no winners of the competition last month. Nobody spotted Max Ajroldi from Franzosini in Italy swinging the golf club. Perhaps we shouldn't be surprised as he's much more at home at the helm of a racing dinghy. This time it's really easy. The first to name both gentlemen will be the absolute winner this month and become the proud owner of a White & Company Red and Black watch. Answers please to [editor@themover.co.uk](mailto:editor@themover.co.uk)



## Obituary: Reinhard Mueller

By Tony Richman

The German Movers Association AMOE has sadly reported the death of Mr. Reinhard Mueller on 26 February, 2014.

Reinhard worked with AMOE for more than 40 years. He was General Secretary of AMOE from 1984 to 2007 and continued for the next five years on a part-time basis using his skills as a lawyer for the Association. Some months before his official retirement, Reinhard became seriously ill, with a terminal illness.

In addition to his dedicated work at AMOE, Reinhard also participated in many of the FEDEMAC General Assemblies and was very supportive of the Federation's work. During my Presidency of FEDEMAC, during the nineties it was my pleasure to invite representatives

from the various European associations to attend the BAR conferences and I know that many people will have fond memories of Reinhard – a real gentleman with a great personality. He also had a good social presence blessed with a good sense of humour – witnessed when he once joined 'The Searchers' singing on stage and being cheered on by the then BAR delegates.

Reinhard's passing will be deeply felt by his AMOE colleagues and friends worldwide but more especially by his wife and family and those that worked alongside him in the offices at Hattersheim, near Frankfurt, Germany.

## AIReS promotes Barbara Zuendt Overbay

AIReS has promoted Barbara Zuendt Overbay, CRP, GMS to the new position of Eastern Regional Operations Director.



● Barbara Zuendt Overbay.

Barbara has 31 years of experience in the mobility industry and has served as the Regional Operations Manager for AIReS' Central Regional Office (CRO) in Pittsburgh, Pennsylvania for the last four years.

"Barb has played a vital role in the positive results the operations team has seen, including a rise in positive transferee feedback," said AIReS' President Jeff Wangler.

"She has managed her team so that people were challenged and leaders were born. Barb is a tireless leader and we are happy to see her growth at AIReS and her continued success with our organisation."

"I am very excited about this new challenge," said Barbara. "Our group is full of positive energy and is dedicated to providing top quality service to our transferees and clients. I am very lucky to be part of this team and am looking forward to my new role and our team's continued success."

Under Vice President East Eric Tate, Ms. Overbay Barbara will report to Vice President East Eric Tate, continue to oversee operations at AIReS' CRO office, and lend her expertise to the company's Northeast Regional Office (NERO) in Danbury, Connecticut.

## Margreet Ophof joins De Haan

Margreet Ophof has recently joined De Haan in The Netherlands to work on the international sales team led by Charles van der Geest. She has over 17 years' experience in the international moving industry with a focus on servicing expatriates from corporate accounts.

"We are very pleased to have Margreet join the De Haan team," said Arend Reijm, the company's Managing Director. "She has a great personality and a lot of experience



● Margreet Ophof.

in the moving industry. There is no doubt that she is of great value to our team and our clients."

## Third generation arrives for Intermud

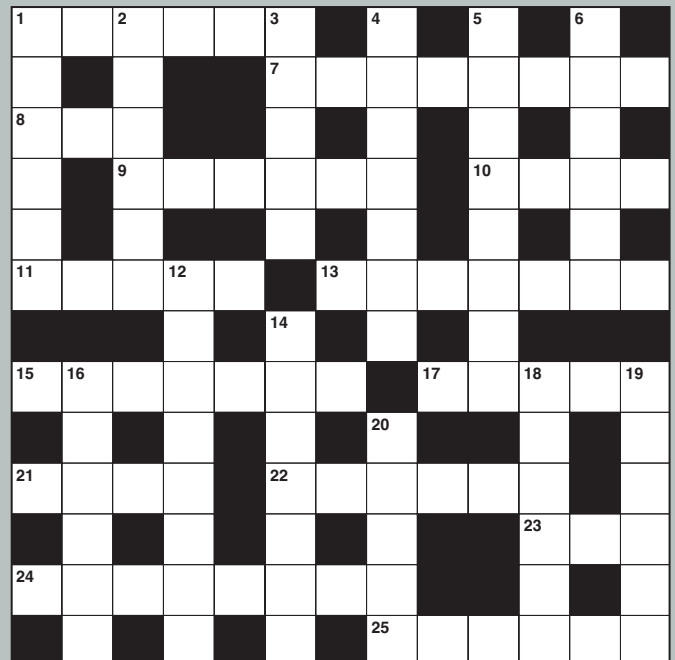
Intermud in Guatemala has proudly announced the arrival of the third generation of the Heinimann family setting in place a (very) long-term succession programme. Two-month old Phillip Heinimann has joined his father, Patrick and grandfather, Aldo the company's founder. All at OMNI offer their congratulations and best wishes to the whole family.



● Right: Patrick, Phillip and Aldo Heinimann.

## Puzzles

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### ACROSS

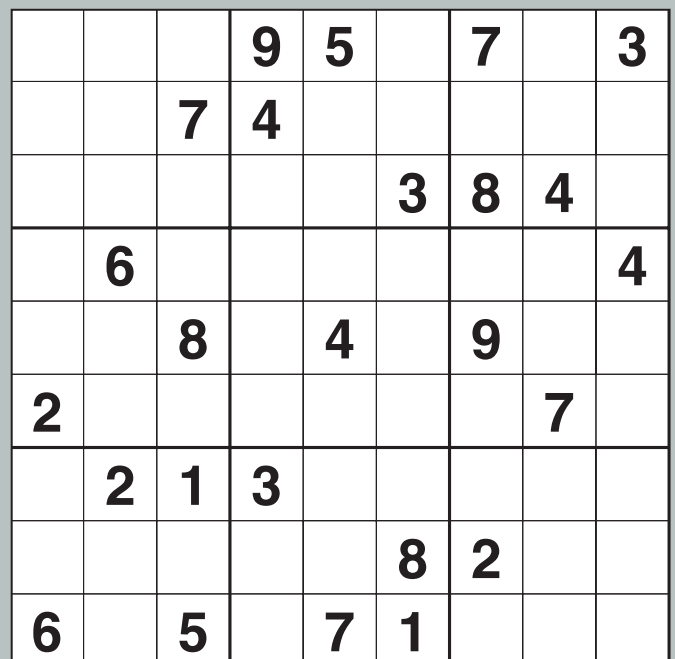
- 1 Among (6)
- 7 Relating to sound (8)
- 8 Bite sharply (3)
- 9 Stick to (6)
- 10 Roman poet (4)
- 11 Big (5)
- 13 Contrary to (7)
- 15 Easily seen (7)
- 17 Pursue (5)
- 21 Celebrity hero (4)

### DOWN

- 22 Shining (6)
- 23 Sum charged (3)
- 24 Branch of mathematics (8)
- 25 Malodorous (6)

### 5 Amaze (8)

- 6 Goes to see (6)
- 12 Traffic jam (8)
- 14 Liable to change (7)
- 16 Extreme confusion (6)
- 18 Quantity one can hold (6)
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- 20 Body of students (5)



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9 – 11 April, 2014,  
Edinburgh, UK

**EUROMOVERS Conference**

8 – 13 April, 2014,  
Rome, Italy

**The Commercial Vehicle Show**

29 April – 1 May 2014,  
NEC Birmingham, UK

**Young Movers Conference**

1 – 3 May, 2014,  
London, UK

**BAR Annual Conference**

15 – 17 May, 2014,  
Glasgow, UK

**AMOE Annual Conference,**

12 – 13 June, 2014,  
Dresden, Germany

**DMF General Assembly**

13 September, 2014,  
Silkeborg, Denmark

**IAM 52nd Annual Meeting**

7 – 10 October, 2014,  
Orlando, Florida, USA

**FEDEMAC General Assembly**

21 – 22 October, 2014,  
Reims, France

**CSD Annual Congress,**

21 – 22 October, 2014,  
Reims, France

**The Movers & Storers Show**

21 – 22 October, 2014,  
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# Did you know?

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

There are one billion cars currently in use on Earth.

The most used metal in the world today is iron, followed by aluminium and copper respectively.

The loudest land animal is the Howler Monkey whose deep growls can travel up to three miles in the forest. But the Blue Whale is the loudest mammal of all, at 188 decibels its deep sound can travel hundreds of miles across the oceans.

On July 21, 1983, the coldest temperature ever on Earth was recorded at 128.6°F below zero (-89.2°C) in Antarctica by a Soviet scientist at the Vostok expedition station.

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	E		D		T		C		R
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	L		O		B	A		F	E
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	M		K		E		S	M	E

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2	5	4	6	3	9	1	7	8
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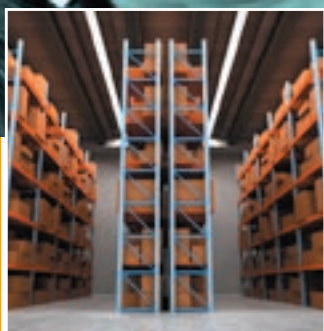


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