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TheMover

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TheMover

Contact Details: Editorial

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor
Tel: +44 (0) 7831 218028
E-mail: editor@themover.co.uk

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Contact Details: Advertising

For all enquiries and bookings, please contact Nikki Gee
Tel: +44 (0) 7593 360200
E-mail: adverts@themover.co.uk

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LEADER

Pass it on

Steve Jordan, Editor



I had a press release in the other day from a company in Spain. It was talking about technology and how the use of video survey would reduce its costs for the benefit of its customers. Hmmm ... thought I. What about taking some of the benefit yourself?

Now I suspect that this particular company was being politically correct, wanting to suggest that everything it did was for the benefit of its customers. But, come on. This is us you are talking to. We are all in this together. Sadly, I don't think it was all PR. I think the company concerned, and most of the rest of the industry, will indeed use their investment in new technology to become more competitive and perpetuate the price race to the bottom that has been going on for as long as I, or anyone else, can remember. I do think it's a shame.

I know the reasons of course. The cost of entry into the moving industry is relatively low and nobody needs a licence to move a sofa. There is always someone, somewhere, who will do the job cheaper. But, surely, the professional industry should be able to rise above this especially in the highly regulated, approved and licenced world in which we live today. Our millennial customers might be good at shopping around on the Internet, but they recognise value when they see it and they will pay for excellence given the opportunity.

Most of our customers can afford to pay for a top-quality service. To put it into perspective, the cost of moving HHG abroad from the UK today is about twice what it was 40 years ago. I suspect it's the same elsewhere. Meanwhile house prices have gone up by around 25 times. Most people pay for their move with the proceeds of their house sale so don't tell me they can't afford it. They can. But the more we convince ourselves that we are expensive, the more we cut everything to the bone and pass on the benefits of our keen financial management, the more we make the cheap companies look reasonable.

I know there's no easy answer. If there were we'd have solved it years ago. But it seems to me that if there is a solution it will start with a change of attitude and the belief that perhaps profit, after all, is not a swear word.

Steve Jordan

Industry collaboration to improve the home-buying process

In the light of a changing property market, representatives from across the UK moving industry are working together to find ways to improve the process of buying and selling a home for consumers.



● The Home Buying and Selling Group want to make buying and selling homes easier for consumers.

Motivated by a genuine desire to effect change, delegates from diverse sectors of the property industry have formed The Home Buying and Selling Group.

This informal group includes estate and letting agents, property lawyers, mortgage lenders and representatives of organisations such as Land Registry, the British Association of Removers, the Law Society, the Society of Licensed Conveyancers, the Conveyancing Association, Bold Legal Group, RPSA, Northwood, The Property Ombudsman, Rightmove, and the Building Societies Association.

Research is now being carried out by the group into the feasibility of creating certainty through binding offers ...

The first meeting was held on 30 January, 2018 and chaired by industry expert Kate Faulkner of Propertychecklists.co.uk and hosted by TwentyCi, the property data and marketing technology company. At the meeting, members shared their experiences of problems faced by consumers when buying a home, and put forward suggestions

for easing the situation, with government help where necessary. Matt Prior, from the Ministry of Housing Communities & Local Government was at the meeting to hear first-hand the wide-ranging debate.

Members are confident that if solutions are developed involving all of the industry from the start, huge differences could be made to consumers' buying and selling experience.

The meeting highlighted that one of the biggest issues facing homebuyers is the uncertainty about timescales and whether the sale will fall through. 20-30% of sales do not complete. Research is now being carried out by the Group into the feasibility of creating certainty through binding offers or reservations, as well as ways to provide consumers with better data to help them make decisions.

To facilitate change, smaller expert teams have been set up to investigate providing more information before sale, creating more certainty at offer stage, improving the education of both consumers and people within the property industry, and ways to solve leasehold issues.

The Home Buying and Selling Group is due to meet again on 26 April, 2018.

Information supplied courtesy of the British Association of Removers.

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NEWS: UK



● Ian Studd, Director General of BAR.

BAR raises movers' concerns

The British Association of Removers has recently participated in the UK government's 'call for evidence' following its announcement in October of last year that it had launched a review on the home buying/selling process in the UK.

The trade association took the opportunity to highlight the impact of the failings of the current system on behalf of the whole industry.

"Many of our members shared with us their concerns and we were able to collate their thoughts into a formal response document which we then lodged with the Department for Communities and Local Government (DCLG), the agency tasked with conducting this review," explained Ian Studd, BAR Director General.

The main concerns raised were:

- Legislating a sensible notice period and timeframe between exchange of contracts and completion. This would remove most of the opportunities for unethical practices that can create disruption and anxiety.
- Key release. "It is farcical in the modern world of ecommerce, that supposed delays in completing financial transactions impact so massively on both the consumer and the service provider," said Ian, pointing out the additional costs involved when key release is delayed.
- The effect on working practices. Ian said that as responsible and ethical employers, all BAR

members are subject to the Working Time Directive and tachograph legislation and in such situations, delays caused by the inadequacies of the current system can place the service provider in an invidious position. This can affect moves within the same chain on the same day and even disrupt moves planned for the following day.

• Working conditions. Ian said that it is impossible to guarantee finishing times for crews, and most employees accept that, but this creates problems when recruiting new staff. "Many will have commitments to young families or are engaged in scheduled social and leisure activities which

"Many of our members shared with us their concerns and we were able to collate their thoughts into a formal response document ..."

Ian Studd

they are not prepared to compromise, and why should they?" he said. He added that the occasional late shift might be acceptable, but it has now become the norm not the exception.

• Employee contracts. Current market processes and conditions allow a tendency to 'stock-pile' home moving activity to the last Friday of the month. "This means that employers are more inclined to provide contracts of employment that allow a more flexible approach to staffing levels such as zero hours contracts," said Ian.

BAR has lodged a summary of these concerns with DCLG for its consideration as part of this review. Subsequently, Ian Studd attended a meeting at the DCLG to discuss the points raised in more detail and has been assured that BAR will continue to be viewed as an important stakeholder in this process. "But for our position/ views to be taken as anything more than an inconvenience, we needed to be able to convert the anecdotal evidence into statistical data that embraces one of the government's major strategic initiatives." To that end, Ian approached a small number of BAR member companies and asked them to provide some high-level data for their respective businesses on the following questions:

- What is an average price for a domestic move in the UK (accepting that each move is completely unique, but applying a 'feel' for what a 'typical' house move might cost)?
- What percentage of the total number of domestic moves that are completed are adversely affected by delays directly attributable to the house buying and selling process (e.g. cancellation fees/late key waivers, etc)?
- Can you estimate the on-cost to the consumer for any such occurrence in percentage terms relative to the original quotation value?

BAR then extrapolated the data received to reflect the total activity levels for all movers which shows that the current processes are causing almost £37m of consumer detriment every year in house moving costs, excluding ancillary costs such as hotels, subsistence, etc. that consumers may also incur.

BAR has sent this information to DCLG and will continue to work with them to represent the views of its members and their customers. Ian is hoping that a member of the DCLG team will be able to attend the BAR conference in Bournemouth in May to provide a first-hand update on the direction that the review is taking and progress made.

All Moves UK Ltd wins Triumph over Adversity Award

Nottinghamshire-based All Moves UK Ltd has won the FSB Triumph Over Adversity Award in recognition of its growth from a one-man operation 15 years ago, to one of Nottinghamshire's most successful moving and storage companies; despite the 2008 recession and a difficult housing market.

All Moves UK's Director Gordon Rafferty was presented with the award during a glittering gala event held at the Nottingham Hilton in February.

Gordon, who was delighted with the award, said, "We started 15 years ago with just £6,000, me and a van. Even during the recession, we managed to grow stronger and now have a fleet of vehicles from small vans to large lorries."

Gordon, a well-known figure in the moving industry, is also the National Councillor for the British Association of Removers and a director of the Association of Independent Movers.



● Gordon Rafferty (centre) with Melanie Ulyatt, FSB Area Leader for Notts & Derby, and compare Dave Sharpe.



● The seven-year-old Ekeri body.

Ekeri rigid bodywork passes seven-year test

Carmarthenshire-based Jason Williams Removals has delayed purchasing a new Ekeri rigid body even though its existing Ekeri unit is over seven years old because, according to the company's owner, there is no reason to replace it.

We put the current body on the road way back in 2011," explained Jason Williams. "Since then we have not needed to do a single thing by way of maintenance or replacement parts – it just keeps on going!"

Seven years ago, Jason Williams declined the opportunity to purchase a conventional box body and instead opted for the Ekeri, because of its easier and more secure loading.

The Ekeri body has six doors which open along the nearside and a cantilever Zepro tail lift for loading through the rear tail flap. This combination, along with the internal load locking bars and multiple strapping points, make the vehicle more flexible and

easier to load than a conventional removals lorry.

"We have definitely made savings on the service and maintenance side of things," said Jason. "Each time the Mercedes Benz Actros cab is serviced, the bodywork, doors and joints are checked over and nothing has needed any attention in the seven years it's been on the road. Quite literally, it looks as good as the day we bought it."

In addition to carrying out removals, Jason Williams specialises in the high-value auto parts sector and according to Jason, the robust bodywork makes the Ekeri body ideal for carrying palletised loads, as well as heavy individual items, with no body-flexing during transit.

"Each time the Mercedes Benz Actros cab is serviced, the bodywork, doors and joints are checked over and nothing has needed any attention in the seven years it's been on the road."

Jason Williams

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INTERVIEW: SCOTT RUST

AIM: an alternative trade association

It is now four years since the Alliance of Independent Movers (AIM) was formed. Deputy Editor David Jordan travelled to Twickenham to meet its founder Scott Rust to see how the organisation, now renamed the Association of Independent Movers, was progressing.



● Scott Rust.

I met Scott at his moving company's HQ on an industrial estate in Twickenham, a stone's throw from the famous stadium much revered by fans of the oval ball as the home of England rugby.

Scott has been in the moving business for most of his working life and is managing director of Central Moves Ltd, the company he took over in 1997. I asked him why, as someone busy running a successful moving company, he'd decided to start a trade association.

"As a removals man I've always believed in being a member of a trade association. They give support to their members, reassure customers, and help maintain standards in the industry. We've been members of the BAR for many years and it's a great organisation, but the entry requirements are very demanding, and I wanted to create an alternative that smaller companies could join and benefit from."

Scott launched AIM at the 2014 Movers & Storers Show and was very encouraged by the response. "We had a very positive reaction from people who came on the stand and several companies actually joined at the show. It was a very encouraging start," said Scott.

AIM initially offered three levels of membership, Apprentice, Main Level, and Full, to cater for companies at different stages of their development. "We soon realised that was a mistake," said Scott. "People just wanted to be members, so

we now have a single tier of membership for everyone."

To be considered for membership candidates must be able to demonstrate a number of requirements, including that they are adequately insured, have no outstanding County Court Judgements against them, use properly trained, uniformed staff and use suitable equipment and vehicles to carry out removals in a professional manner.

"One of our aims is to raise standards in the industry, so if a company falls short of our criteria in a particular area we'll help them to reach the standards we require, for example by arranging training for their staff or helping them with administration and procedures," said Scott.

Members pay an initial inspection fee plus an annual subscription and are audited every year to check that standards are being maintained. In return they are entitled to use the AIM logo and enjoy benefits such as leads generated from the Association's website, branded packaging at very competitive prices and, most importantly, the help and support of other AIM members throughout the UK. Anyone wishing to leave the Association may do so at any time and without fear of penalties.

"Recently I had a call from a member who needed to make a shipment to the USA and had no idea how to go about it," said Scott. "That's something we do all the time, so it was easy to give him the

advice and help he needed to secure the job, which he otherwise would have lost."

This year marks a significant change to the management structure of AIM with the appointment of a Board of Directors: Gordon Rafferty, Robert Beatty, Gaby Gomes, Terry Cox and Graham Puddephatt (secretary), will join Scott in steering the Association through the next phase of its development. Each director will serve for a maximum of two years with subsequent Board members elected by the membership at the AGM. All directorships are unpaid, which reflects the altruistic culture of the Association.

"AIM is a not for profit organisation," said Scott. "All the funds we generate through our subscriptions will be used for the benefit of our members, not to line the pockets of the directors. I'm very grateful to everyone who has stepped forward to freely offer their time and expertise and I hope others will do the same in the future."

One of the challenges facing the new Board will be to raise the profile of AIM, both within the trade and in the public domain. "We want to create a brand that the public will recognise and trust, which I know won't be easy," said Scott. "We also want to encourage more of the larger moving companies to join us and we would especially welcome more BAR members to come on board."

On a wider front, AIM will be keeping a close eye on new regulations affecting the moving industry, such as the expansion of Clean Air Zones, the imminent introduction of GDPR and the ever-increasing task of maintaining Health & Safety compliance. "The world of business throws up more and more challenges every day. We'll be doing all we can to make sure our members don't have to face them alone," said Scott.

"AIM is a not for profit organisation. All the funds we generate through our subscriptions will be used for the benefit of our members, not to line the pockets of the directors."

Scott Rust

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NEWS: UK



● The Port of Dover.

UNIVERSITY OF KENT HELPS THE PORT OF DOVER CUT QUEUES

A Knowledge Transfer Partnership between the University of Kent and the Dover Harbour Board has achieved the highest possible rating from Innovate UK, the UK's technology strategy agency, after it helped reduce traffic congestion, boost efficiency and cut costs for the Port.

The project started in 2016 when the Port of Dover, which handles £122bn-worth of UK trade annually, appointed a graduate of the Kent Business School, Dr Cliff Preston, to work within the organisation to help it use data modelling and simulation software to operate more effectively.

The work focussed on several strands, the most notable of which has been improving how the Port predicts likely traffic volumes to ensure it has enough staff on hand to process vehicles through the Port and so minimise the risk of queues forming in and around Dover.

By improving its use of data from various sources, such as live traffic data on the motorways and past traffic levels at similar times, it has drastically reduced the use of the Traffic Assessment Project that sees freight traffic held outside Dover by a series of traffic lights.

This has not only reduced the impact that freight traffic has on Dover and its residents, but also means one of the UK's key import-export hubs is able to ensure goods can move into the UK, or over to Europe, more efficiently.

The traffic simulation model is now also used to help predict the requirement of the French border authorities operating in Dover to ensure traffic through the Port is kept moving at all stages.



● Ed Holland with a DrivenMedia liveried truck.

Young entrepreneur Ed Holland wins *Dragons' Den* backing

A young entrepreneur has secured the support and funding of Dragon Jenny Campbell on the BBC series *Dragons' Den* for his fledgling digitally printed lorry curtain business. 23-year-old Ed Holland's business, DrivenMedia, uses the advertising 'space' on the sides of

"The Dragons leave nothing to chance and will grill you over your business idea ..."

Ed Holland

trucks and lorries to market products and services. Following the Dragon's backing Ed has appointed Norfolk-based Structure-flex, one of Europe's leading manufacturers of flexible fabric products, to supply the curtains.

Ed, who has spent the last two years building his business and works with a range of hauliers, advertisers and marketing agencies, pitched to the Dragons before Jenny Campbell, inspired by his ambition and drive, offered an investment of £30,000 for a 20% share in his business.

Ed came up with his idea soon after finishing a degree in business studies at the University of Derby when he noticed many trucks were in plain colours and not carrying advertising. He started to research how to market his idea and worked hard to secure a number of haulage companies happy to host advertising for other businesses or campaigns on their trucks.

Talking about his appearance on *Dragons' Den*, Ed commented, "The whole experience was overwhelming and challenging. The Dragons leave nothing to chance and will grill you over your business idea, your vision and your financials. I'm so humbled by the fact that Jenny Campbell has seen my potential and I'm looking forward to learning from her."

Cleaning-up in the Cotswolds

Staff from House & Carriage Removals and Storage, based in the Cotswolds, have been out and about recently . . . but not for reasons you might expect.

The company's smartly-liveried trucks are normally seen on the lanes and roads of Oxfordshire moving people from country cottages and the occasional stately home.

This time the whole team, including the two directors Charlie Schmidt and Tom Skelton, were out collecting litter from the verges in the area around Charlbury, Oxfordshire.

Armed with pick up sticks, high-vis vests and rubbish bags (biodegradable of course) they set off for a day to serve the local community. Six hours later the four teams returned with over 120 bags of cans, bottles, plastic and the odd car bumper, all collected from just ten miles of road.

When asked about their motivation, Charlie Schmidt said, "Giving something back to our community in this way is really just an extension of our ethos of taking pride in everything we do. Hopefully we can set an example for the wider community. We are planning more rubbish pick-up days before spring kicks in and it will definitely be an annual event for us – unless people stop littering that is!"



● The clean-up team complete their task.

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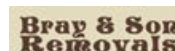
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INTERVIEW: ANDY WELLS



An extraordinary story

An interview with Andy Wells of Premier Relocation as his company shrugs off misfortune and carves its space in a competitive world, by Steve Jordan.

It's strange how sometimes you need to travel half way around the world to meet someone interesting who lives just down the road. But that's the nature of international business in general and the moving industry in particular.

It was at IMA in Bangkok that I bumped into Andy Wells from Premier Relocation in Surrey, UK. I had just stepped off a 777 and was feeling a little shaky, as you do. It was during a quiet dinner with a small group, intriguingly in a restaurant called 'No idea', that Andy walked in. A larger-than-life character with a big personality and an even bigger story to tell.

When the planes hit the World Trade Center in 2001, Andy was in charge of the American Airlines' first-class check-in desk from Heathrow to Victoria. The service ended soon after. He then returned to his first profession, that of graphic designer, and took on some lucrative contracts including designing vehicle livery. It was then that he met Atlantic Relocation.

It was about this time that Andy became seriously ill, just escaping with his life. His business, however, didn't survive. During this time Atlantic were good to him and, when he was again well enough, offered him a job as a contractor. He bought a van, learned to pack and within 12 months he was handling many of their VIP moves with customers specifically requesting his services. Obviously the first-class, VIP treatment he'd learned and taught at the airline had stayed with him.

But the good times didn't last. Atlantic Relocation stopped trading leaving creditors, including Andy to whom the company owed around €100,000. It was a bad debt no small business could survive. For the second time, Andy was in trouble.

"I really didn't know what to do," said Andy. "I had staff to pay and the tax man still wanted his money even though I didn't have it. As a last resort I contacted the customers. One had three shipments on the way to the UK that Andy offered to deliver for nothing. They were very

grateful. Before long he was on their tender list: Andy, with his one Luton van, alongside companies such as Sterling, TEAM and Crown. "I got a lot of work!" He also approached Vlad Piskla, who had been an Atlantic employee, and offered him a share of the company. "It was a big risk for him too," said Andy, "but we made it work."

The first 18 months were very tough. Andy said he couldn't get credit from anyone. "Not even for a roll of tape." He bought materials for each job as it came along and did what he could to get by. Through an old contact he was fortunate in securing the moves for three Premiership footballers: Thierry Henry, Fernando Torres and Cesc Fabregas. "They paid straight away," said Andy. Then the tax rebate came through!

It's only been in the last 18 months that Premier Relocation has shrugged off its difficulties. Now it has a fleet of vehicles including five Luton vans, an 18-tonner and an artic and trailer. It's grown so much

INTERVIEW: ANDY WELLS



"I really didn't know what to do. I had staff to pay and the tax man still wanted his money even though I didn't have it. As a last resort I contacted the customers."

Andy Wells

that it is looking for new premises so it can leave the self storage company's yard that it now dominates. It's doing well. It's also just moved another footballer, John Terry.

But the shadow of Atlantic still hangs a little heavy. "Because we have done so well in such a short time people often think that we must have been supported by the people from Atlantic," said Andy. "Because so many people lost money to them, they won't work with us. But we have never been anything to do with Atlantic and we suffered at least as much as anyone else. We have done it all ourselves and it's been very hard work."

Andy is not from a moving background but has still made a success of his business, against the odds. He believes that it was his training at American Airlines that helped him focus on customer service which, he says, is paramount. But he doesn't take all the credit: far from it. He knows that it is his staff who make the company and is full of admiration for



Top left: Andy Wells; top right, left to right: Lee Bignell, Dan Lynham, Vlad Piskla, Dan Keogh, Ron Bentink and Daniel Norton; above: former Premier League footballer John Terry numbers among Premier's customers.

them. "I wouldn't be anywhere without my boys," he said, "and I make sure they know it."

It's still work in progress at Premier and Andy is not short of ideas for value added services. He already provides a service that allows customers to keep their cars until the last minute, allowing them even to drive to the airport, with Andy buying the car from them and selling it on to make additional revenue. He's currently negotiating with financiers to do the same for their houses too.

It's been less than four years since Andy started. It's been an extraordinary journey. But, then again, Andy is an extraordinary chap.

NEWS: INTERNATIONAL



● OMNI want to give members' clients as much assurance as possible about how their moves are handled.

OMNI makes Dow Jones vetting compulsory throughout its network

OMNI (Overseas Moving Network International) has become the first mobility commercial network in the world to have 100% of its members, and their supply chains, vetted for risk and compliance through a third party.

This provides all OMNI's customers – corporate, Relocation Management Companies (RMC), trade and private – with the best possible assurance that the entire OMNI network is free from compliance concerns.

For large corporations and government organisations a security breach can be devastating to their brands and credibility. They understand that any security breach is most likely to come through one of their vendors and so strive to keep their supply chains clean and compliant with international anti-corruption rules. They demand the highest possible standards and traceability from their suppliers and require much more than simple self-certification.

To meet this demand, OMNI now monitors its own network through the Dow Jones Risk and Compliance Service and each OMNI company in turn monitors its own supply chain using the same system. Dow Jones is a globally recognised and trusted organisation that helps companies comply with anti-money laundering, anti-bribery, corruption and economic sanctions regulations

worldwide. It does this through its research and monitoring centres that keep a close watch on the world's media, government information, social media and by tracking high-profile individuals to identify breaches and potential breaches. If there is any cause for concern, Dow Jones will alert OMNI or the relevant partner, immediately allowing them to take instant remedial action.

Ian Waters is the general manager of OMNI. He said that Dow Jones had been the obvious choice. "We wanted to give clients of OMNI members as much assurance as possible that their moves were being handled ethically and in line with all internationally-recognised standards," he said. "Dow Jones is a trusted name that instantly puts clients' minds at ease. We believe that we are the only network in the world that is vetted in this way by a third party."

Kay Kutt is the managing director of Asian Tigers Mobility. She said that regulatory, contractual and behavioral compliance has become an integral part of her Group's discipline.

"Doing the right thing when no one is looking is key to our success in this

area," she explained. "The Dow Jones Risk and Compliance monitoring system supports our ability to do the right thing, working 24/7 to check on our staff, our partners and the clients that we serve."

Laura Ganon is CEO of FINK in Brazil. She said that the Dow Jones



"Dow Jones is a trusted name that instantly puts clients' minds at ease. We believe that we are the only network in the world that is vetted in this way by a third party."

Ian Waters

system has given her company the opportunity to prove that they are careful about their whole supply chain. "We do check our global network, suppliers and clients, by using the Dow Jones tool," she said. "If you seriously care about compliance it proves that you don't just have a 'paper compliance' system in your organisation, but a true and effective one. I believe OMNI took the initiative that our industry needed at the right time."

Walter Laffitte is the president and CEO of Canal Movers in Panama. He said that the Dow Jones service through OMNI had helped with his company's compliance procedures for ISO, BASC (Business Alliance for Secure Commerce) and AEO (Authorized Economic Operator). Canal Movers has recently become the first Latin American moving company to be certified by the national customs authority. "We check all our suppliers and clients through Dow Jones," he said.

Garfield De Souza from Writer Corporation in India has already seen commercial benefits from the Dow Jones system. "Writer has seen a quantitative difference in corporate client conversions after we integrated the Dow Jones compliance into our corporate sales presentations," he said. "This unique selling point has led to two large corporate customer wins in the last five months. It's given us the edge that we have not had in the past."

Salvatore Ferrante, President and CEO of Crown Worldwide Moving & Storage in California, said that corporate clients that operate in highly regulated environments look for trusted partners that understand the value of a low risk and compliant supply chain. In 2017 his company won two major clients in part because it had the Dow Jones process in place. "In one instance the client's compliance team queried an employee in our management team," he explained. "This was quickly resolved as a non-issue, but it was interesting to see that they were checking."

OMNI has provided its global network with a range of exclusive business services for over 30 years. Making the Dow Jones Risk and Compliance Service mandatory throughout the organisation is the latest initiative designed to provide OMNI companies with real and lasting commercial benefits, helping each of them to maintain their market-leading positions worldwide.

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NOT JUST
ANY BODY.



Getting it right

An interview with AJ Removals of Bath, by Steve Jordan.

It was on a shockingly wet February day that I swung into the yard at AJ Removals of Bath. I'd been recommended to drop in by a member of the industry who told me they were a young, very smart company that is doing everything right. I thought I'd find out for myself.

The company is run by Managing Directors Alan Kerrison and James Meddick. They were friends who started working for an antiques dealer about 11 years ago. Alan said that it wasn't particularly lucrative for them so they bought a van and started delivering the antiques. "The business started from there," he said.

Alan said that the company is now the largest independent firm in Bath and the company has built up a good relationship with its customers. The offices are attached to a small warehouse that acts as a shop front for the business and gives the staff a base to work from. Nine months ago they took on a 17,000ft² warehouse outside the city as land is a rare commodity inside. It holds around 500 containers and is one of the few containerised storage sites in the area. Unusually, the price of land nearby is such that self storage is

yet to catch on in the way that it has elsewhere.

The business is mainly residential with a little international that Alan ships through his preferred groupage operators. The company runs two 18-tonners, three 7.5 tonners and two low loaders.

All of that is fairly basic stuff and, to be fair, there is nothing remarkable about the company at all if you just look at the hardware. But what is a little unusual is the age of the people and attention to detail that they have applied to everything they have done. Alan is only 33, James is 34 and Mike Pattemore, the company's surveyor, is just 30. James' mother, Caroline, runs the accounts. Yet despite their youth they have been scrupulous in getting the branding, the training and their standards right, recognising that these details can make a significant difference to the businesses' success.

The vehicles are very smartly turned out, the twelve road crew members are fully uniformed and the office, though small, is uncluttered. The company joined BAR three years ago and has sent its staff there for training. They have also attended the BAR conference for the last two years and have found it to be very useful. "We

wanted to make trade contacts," said Alan, "and it's nice to chat to other people in the business. I think members of BAR should have at least one representative at the conference."

Hannah Weisberg-Meddick (James' sister-in-law), who's been with the company for seven years said that she enjoyed the seminars at the BAR conference too. "It's a great chance to network with other companies although it was a little strange that there were not many attending from our local area, particularly as it was in Cardiff last year."

BAR membership has been important for them. "We were self-taught so we didn't know that we were doing it right. But BAR has helped us and it's a very useful sales tool." Mike Pattemore says that he sells BAR to customers and believes that it helps him stand out as a professional moving company. "Maybe 25% of customers already know about BAR particularly if they move regularly," he said. "Others see it on the website and, once you explain it, it gives them extra peace of mind."

The company also has BS EN 12522, the Standard for domestic moving. Alan said this was also a good selling point



PROFILE: AJ REMOVALS

● Left to right: Mike Pattermore, Alan Kerrison and Hanna Weisberg-Meddick.

but it was going through the process that had been very helpful, allowing them to refine their processes. "We have seen a marked improvement making us sharper and more fluid," he explained. "That's more valuable to us than having the Standard itself."

The company has also embraced technology. Its website includes a live chat facility so people can easily get in touch. And they use Crater to provide video surveying services. "We have done about 20 video surveys in the last six months," said Mike. "They have been

"We were self-taught so we didn't know that we were doing it right. But BAR has helped us and it's a very useful sales tool."

Mike Pattermore

very useful and allow us to view a much wider customer base. I think they are brilliant. The customers have been very positive too."

So, AJ Removals of Bath seems to have covered everything. They are busy now filling up their new warehouse but don't want to neglect the moving side of the business. They want to ensure that customer service remains at heart: by keeping everything in-house, using their own trained staff and providing a high quality moving service for their customers. Sounds fair enough to me.

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NEWS: INTERNATIONAL



● President Sebastian Laporta and the LACMA Board of Directors.

LACMA in Puerto Rico

From February 26 to March 1, LACMA met in San Juan – Puerto Rico for its 2018 convention

In its report LACMA said that after several changes it was determined to maintain its convention in Puerto Rico to contribute to the affected economy, and restoration of this Latin American country. It said it was a challenging task, uncertain at times, yet LACMA had the conviction to provide support to its region, in difficult circumstances.

The legendary, and quite elegant Condado Vanderbilt Hotel, initially open to the European and Hollywood royalty, now refurbished, yet maintaining its essence and opulence, welcomed the LACMA members that came from all over the world to meet for another enriching experience and great networking opportunity.

The General Assembly sessions covered Association matters and

project status. The business sessions included: Carlos Lopez-Lay of the #Yonomequito Movement, which strives to motivate Puerto Ricans to support their country, after a deteriorated economy and later, devastating hurricane; an excellent example to follow anywhere, anytime. Also Juan Merodio, an outstanding young Spaniard, who updated the participants on Digital Marketing Strategies: disrupt or be disrupted; a mind stimulating session.

Adhering to the objective of 'Standing with Puerto Rico', LACMA coordinated several CSR projects during its convention:

- TECHO (LACMANext) – Construction of two houses:
- Bring an Extra Suitcase Project (LACMANext) - Donations to Salvation Army:

- #Yonomequito - Donation of household items for hurricane victims.

- CREATTE (LACMA Ladies) – Donation to centre (prevention through education, sports and arts).

LACMA also paid a special tribute to an industry colleague and friend, Mr Terry Head, President of IAM, who after 49 years in the industry and 21 years as an outstanding IAM president, will step down next October in Washington DC. Throughout the years, Terry attended many LACMA conventions and collaborated with the Association. LACMA said it was a great honour to distinguish him and extend an invitation to join the convention in the future.

A most rewarding and satisfying convention, 'Setting the Rhythm' of inspiration and warmth.

ARPIN VAN LINES' AGENTS EARN 'ANGIE'S LIST' SUPER SERVICE AWARD

Two Arpin Van Lines' Agents have earned the home service industry's coveted Angie's List Super Service Award. Angie's List provides trusted reviews and information to help consumers make smart buying decisions. This award honoured service professionals who maintained exceptional service ratings and reviews on Angie's List during 2017.

The winners are Charles Wood and Son Moving Inc of Melville, New York, and Star International Movers of Fairfax, Virginia.

Angie's List founder, Angie Hicks said, "These pros are top-notch and absolutely deserve recognition for the trustworthy and exemplary customer service they exhibited in the past year and overall."

Star International Movers and Charles Wood and Son Moving have been on Angie's List since 2010 and 2008, respectively. This is the sixth year Charles Wood and Son Moving has received the award and the fifth year for Star International Movers.

Service company ratings are updated continually on Angie's List as new, verified consumer reviews are submitted. Companies are graded on an A to F scale in multiple fields, ranging from price to professionalism and punctuality.

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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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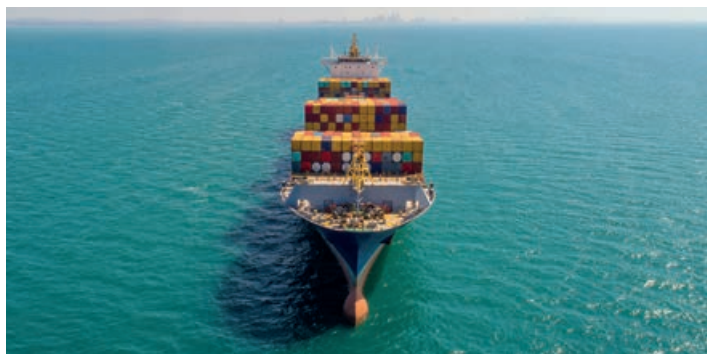
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● The limited number of supercarriers left make any further major consolidation efforts unlikely.

No more shipping mergers in 2018

According to online freight forwarder iContainers, mergers and acquisitions activities for shipping carriers are likely to slow down in 2018.

Following an unprecedented number of mergers and acquisitions over the past few years, iContainers says this trend can now be expected to ebb. "In terms of carriers, I doubt we will see any movements in the near future," said Klaus Lysdal, Vice President of Sales & Operations at iContainers. "I don't see any major players breaking right now. Any acquisitions that were to take place now would be a purely strategic move, or if an opportunity presents itself for one of the bigger carriers to buy up a younger one."

Amid a prolonged market downturn, many carriers resorted to forming alliances and setting agreements on slot purchases. These allowed them to gain cost-effectiveness by combining their resources without risking further debt. "We've seen so many consolidation activities that there are now a lot fewer options for shippers to choose from and less flexibility with the number of carriers so dramatically reduced," explained Klaus. "But the good thing that has come out of all of this is some very much-needed rate increases to make the industry healthier overall."

On a special visit to iContainers earlier this year, SeaIntelligence Consulting's CEO, Lars Jensen remarked that the limited number of supercarriers left make any further major consolidation efforts unlikely. "We're now down to only seven supercarriers. I don't think anything

is going to happen up there any more," he said. "There might be some that want to merge, but I'm not sure that the competition authorities are going to allow it. Long term, Hyundai and Yang Ming are not going to be viable in their present states. They're too large to become niche carriers and too small to become supercarriers. They will transform or disappear in some way, shape, or form. Yang Ming is likely to be absorbed into Evergreen, even though Evergreen hates the idea. Hyundai will persist as long as the Korean government wants to subsidise them and, eventually, they might tire of that."

"In terms of carriers, I doubt we will see any movements in the near future. I don't see any major players breaking right now."
Klaus Lysdal

Klaus Lysdal believes that the attention might focus on freight forwarders as they engage in their own M&A activity for strategic growth purposes. "We could see the mid- and large-ranged forwarders acquire tech-savvy companies as a shortcut into the digital market, then add services to their portfolio," he said.

Building business leaders

Eileen Girling, Regional HR Director at Crown Worldwide, has recently overseen the introduction of the Crown Aspire programme and believes apprenticeships offer an exciting future both for the business and for young people.

According to Eileen Girling, anyone who thinks that apprenticeships are all about finding a teenager to make the tea and tick a compliance box really should think again. "What we've found is that the focus is more on developing future leaders," she said. "Our scheme, for instance, is not about raw 16-year-olds – we're looking for apprentices with at least three Cs at A Level who are seeking career development. In fact, apprenticeships are rapidly becoming seen as a valid alternative to university – a way of identifying and developing future leaders – and that's exciting."

From September, Crown Worldwide will be taking on six apprentices on two-year rotational positions across the business, working primarily in project management. The company has also developed, with its museum and gallery clients, a new industry standard for apprentices in its Crown Fine Art business.

"These standards have been set with clients such as the Fitzwilliam Museum at the University of Cambridge and that's really

important," said Eileen. "On top of that, the Apprentice Levy is also allowing us to develop our existing staff. We have been able to offer professional team leader qualification courses to 12 of our current employees – to be completed over the next 18 months – and also team leader courses to some of our sales staff. It is another example of how a greater focus on apprenticeship is benefitting the business as a whole and I would have no hesitation in recommending apprenticeship schemes to other companies."



● Eileen Girling.



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PROFILE: BAGGAGE HUB

You can make money from baggage



It's been a problem in the moving industry forever: how to make money from baggage.

There are some specialist organisations who appear to have mastered it, filling containers to popular destinations with suitcases and trunks. But for most companies, an enquiry for 10ft³ to almost anywhere, is worthless. But maybe not now.

Daniel Bagguley and his brother, Simon, have set up a new company called Baggage Hub. Previously Daniel worked in the corporate world at Santa Fe and, before that, the brothers owned Wentworth International Movers that went out of business in 2012. Daniel said that losing their business had been traumatic, but they learned a lot then and since. Now they have used that experience to create something completely different that could have significant benefits for the trade.

Every international moving company receives enquiries for small consignments that are uneconomic for them to handle and sorting out the good from the bad can be time consuming. Moreover, customers are increasingly looking for instant quotations which many companies are not set up to provide. As the corporate world moves towards sending people on shorter-term contracts and providing

assignees with lump sums to pay for their relocations, the problem is likely to get worse.

Baggage Hub has combined research on the way consumers buy moving services, with technology and the gig economy, to completely change the working model for handling these smaller shipments and is giving international moving companies the opportunity to join in, allowing them to provide a better service for their customers and make extra money as well.

The company is currently handling leads, largely from lead generation companies, for international baggage. The enquiries are fed through the company's online platform and landing page that imports the basic information from the lead provider and provides each customer with a quotation within 30 seconds. A team of operators at the company's HQ near Slough in Buckinghamshire, UK, handles customer queries and follow-ups.

Once booked, the collection is made through the company's network of drivers and van-and-man operators and shipment is handled through worldwide couriers. Drivers are offered pick-ups via an app and can choose the collections that best fit their workload and routing. Currently the company is handling around 3,000 enquiries a month using the system. "We can use couriers economically because our volume gives us massively discounted rates," said Daniel.

The system also allows customers to track their booking, so they can see where the driver is and when he will arrive, and to track the shipment to its destination. They can also upload all the necessary documentation online and have their questions answered automatically. If, on collection, the consignment is not as described, the driver can update the quotation on the doorstep.

Daniel said that Baggage Hub has recently been receiving enquiries from moving companies who want the company to handle some of their own, otherwise uneconomic, baggage enquiries. Daniel said that they have now decided to go one better and offer movers a seamless service.

"We are now offering a 'white label' service to moving companies," he said. "We will give them access to our system and allow them to brand it themselves. Their baggage enquiries will be automatically fed through Baggage Hub without any involvement from the company. They will receive a 10% fee from us and we will take care of everything for them."

The company says that there is no reason for consignments to be limited to personal effects: any commodity could be handled in the same way. It's also possible to handle consignments of up to five cubic metres, that require packing and the pre-delivery of materials, using the same process.

For years, moving companies have been throwing away perfectly good enquiries because they were uneconomic to service. Baggage Hub could, for many, be an opportunity to capitalise on a previously unused asset.

Baggage Hub has combined research on the way consumers buy moving services, with technology and the gig economy, to completely change the working model for handling these smaller shipments ...

For more information go to: www.baggagehub.com or email: Daniel.Bagguley@Baggagehub.com.



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NEWS: INTERNATIONAL



X2 Conference attracts over 400 participants

The annual X2 Conference was held in Hua Hin, Thailand from 24–28 February, 2018 with – according to the organisers – over 400 in attendance to celebrate the fifth anniversary of X2 Logistics Networks.

Nicknamed the X2 Beach House, the Dusit Thani Hua Hin served as the venue for the 1:1 meetings. There was also a welcoming X2 Pool Side Meet & Greet to break the ice; a festival-like Mad Hatter's Garden Party; and a spectacular Gala Dinner followed by the creation of Club X2 that transformed a 1:1 meeting room into an exclusive club with lights, smoke, and a well-known DJ behind the turntables.

Over the course of the event over 12,500 1:1 meetings were held. One of the participants, Juno Weng, Overseas Director of AIF Global Logistics said, "This is my third meeting. I'm really impressed with the meetings this time because they have been more productive than

last year - and I had a great time!"

X2 encourages open networking by creating social events to help break down barriers. X2 Group founder and CEO Richard Overton said, "The X2 Conference is an experience and that's what we want it to be. When people are having fun and enjoying themselves their real personalities come out and you

get to really know your partners and potential partners. It's easy to hide behind presentations in a meeting hall but much better to show your true self at a pool party, a festival with hot air balloons, and exclusive 'pop-up night club' while having fun with new friends."

Dean Locke, Director of Royale International had this to say about

the conference: "A big thumbs up to the X2 Group. A sensational four days in Hua Hin of alternative networking. I cannot stress enough the exceptional quality of the overall event both from a business and a social standpoint. Team Royale are looking forward to 2019."

X2 brought in five hot air balloons from the opposite end of the country as the centrepiece of the Mad Hatter's Garden Party to emphasise the event's theme of 'Rising Above'. Clearing the use of airspace wasn't an easy process, as special permissions were required from the Thai authorities. At the event, the balloons proved to be a breathtaking site and attendees thoroughly enjoyed the opportunity to get into the baskets for stunning aerial views.

"This is my third meeting. I'm really impressed with the meetings this time because they have been more productive than last year - and I had a great time!"

Juno Weng



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BOONMA SIGNS MOU WITH RE/MAX IN THAILAND

BOONMA in Thailand has recently announced a Memorandum of Understanding (MOU) with RE/MAX Real Estate Franchisee in Thailand.

Both parties have agreed to provide hassle-free and one-stop assistance to expatriate parents and teachers when they need to take international assignments.

Established in 1973, RE/MAX has grown into the world's largest real estate network of franchisee-owned and operated offices, with over 100,000 sales associates in nearly 100 countries. Today it is one of the best known real estate brands in Europe and around the world.

BOONMA was established in 1964, providing services to several international schools and universities, diplomatic organisations, multinational corporations and individuals for over five decades.



● Left to right: Tiddy S Teerawit, BOONMA; Jean Valendez; Don Hong, RE/MAX; Simon Hoban; Kongkarn Yodkom; Chai Pungthong.



● The Boonma management and staff at the Thanyaburi Housing & Homeless Shelter.

BOONMA donates to Thailand female homeless shelter

On February 10, 2018 at Phatum Thani, Thailand, BOONMA Group of Companies led by Chaivudhi Punthong, the managing director, along with 35 staff, organised a corporate social responsibility trip to Phatum Thani, a rural area outside Bangkok. The group has kicked off the first corporate social responsibility by hosting a full lunch and donating dry food, kitchenware, household items, cleaning materials and clothes for the use of the 480 women living in the Thanyaburi Housing & Homeless Shelter.

The Thanyaburi Housing & Homeless Shelter was started by the Thanyaburi Office of Social Welfare Services Ministry of Social Development under the Beggars Control Act of 1941, which had both male and female recipients.

Because of the increased number of service recipients, they established a separate shelter for women on February 22, 1988. The purpose is to provide relief and development for beggars who are over 18 years old, without any parents or foster parents and have been found guilty of misconduct under the Beggars Control Act.

"Our management has highlighted the need for our group of companies to focus on creating meaningful long-term impacts for corporate social purpose," said Tiddy S Teerawit, Executive Director. "The management always encourages our staff to understand the links between business operations and society, and the key role they should play in creating a world that is liveable and sustainable for future generations."

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WHR Group Inc has recognised Arpin International Group as a 2017 Partner in Quality for exceeding service and performance standards.

For over 20 years, WHR Group has helped companies relocate their employees to destinations all over the world and bases its success on creating long-term partnerships with knowledgeable, worldwide experts. The Group recognises its top performing partners with its annual awards.

Arpin's Senior Vice President of GSA services, Mark Greene said, "It is an honour to receive this Partner in Quality award from WHR Group and we look forward to continuing our successful relationship."

WHR Group evaluates its Global Partner Network for partners that have exceeded commitments to customer satisfaction, supply chain management, service excellence and overall cost management in the employee relocation sector.



● Mark Greene.

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NEWS: INTERNATIONAL



● The EUROVAN meeting in Frankfurt.

EUROVAN meeting 2018 held in Frankfurt

This year's EUROVAN meeting took place Sunday 4–Tuesday 6 February in Germany's financial capital Frankfurt, with more than 50 participants from all over the world.

The meeting was officially opened by EUROVAN's General Manager, Andreas Kölling. The meeting was a mix of business sessions and outdoor events with ample time to network and take part in the now traditional one-to-one meetings.

The event was especially useful for new EUROVAN Partners who had the opportunity to meet new contacts and forge future business relationships.

Sunday-evening entertainment was provided by magician Andrea Tumietto at a typical Frankfurt restaurant, followed on Monday by a trip around

Frankfurt on the famous Ebbelwoi-Express tram and a chance to try Frankfurt's traditional Apfelwein (Apple wine).

Tuesday was reserved for keynote speakers from the moving industry, including EUROVAN's supporting partner GRADLYN, the Animal Travel Agency. The speaker, Faruk, informed the audience about the logistics involved in transporting animals around the world and gave some very interesting examples of pet transports.

The date and venue for next year's EUROVAN event have yet to be decided and will be announced later in the year.



US TRUCK DRIVER SHORTAGE

Online freight forwarder iContainers says that the ongoing truck driver shortage problem plaguing the US at the moment is still to intensify. The problem, worsened by an overactive hurricane season and high demand from the festive season, has caused rates for hiring long-distance trucks to soar. An unexpected rough winter in the country's south further compounded the problem and capacity shrank even further when the Electronic Logging Devices (ELD) mandate kicked in in December 2017.

The ELD mandate has had hard-hitting effects on all operators. "For us, the main issue has been the additional workload that goes into finding coverage for all our truck movements," said Klaus Lysdal, Vice President of Sales and Operations at iContainers. "Just this year alone, we have had several cases where truckers confirmed that a load was good to go in the morning only for them to cancel a few hours later."

The shortage means that truck drivers' pay is expected to rise. "So far, rate increases have not been all that significant and probably still quite far from what they can be," said Klaus. "The current situation is still going to last a while."

Over the past decade or so the trucking industry has struggled to fill enough positions to meet demand. According to Klaus the ELD mandate has further exacerbated the problem.

The US Midwest has been particularly badly affected by the shortage. But the problem appears to be worsening all along the East Coast. Down south, Texas and Louisiana are also facing issues. "It may be more reliable to route your cargo via a port where the gating process works smoother," said Klaus. "This may mean a higher cost to truck the container to a further destination but, given the current circumstances, you may end up winning in the long run."

Crown World Mobility acquires TIME Relocation

Crown World Mobility has acquired TIME Relocation, a UK cloud-based technology company within the relocations and mobility industry.

This new acquisition strategically adds TIME's market leading technology platform to Crown's global service network.

"Technology is at the forefront of our industry," said Curt Smith, Group Vice President of Crown World Mobility. "This acquisition allows us to expand our service

offerings for new and existing customers and meets a growing demand for managed lump sum and flexible move-types in the marketplace."

In recent years, lump sum policies have grown in popularity and are expected to increase due to shifting consumer preferences and the recent tax reform in the US. TIME's proprietary technology platform has been specifically developed to address these types of moves and enhance the relocation process.

"We pride ourselves on being where our clients need us to be and meeting their ever-growing needs," said Curt. "This allows us to improve our value proposition by further leveraging our technological expertise."

Grant Chapman, former Director for TIME Relocation, will join Crown World Mobility to lead the global service rollout and oversee future development.

Visit www.crownworldmobility.com.



● Curt Smith

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Curt Smith

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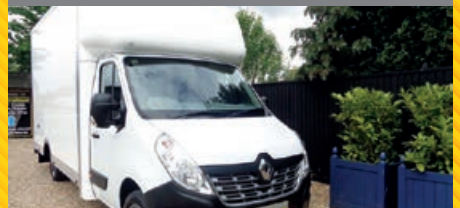


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REPORT: IMA CONFERENCE 2018



● Above, left to right: delegates booked 30-minute meeting slots with one another; below and right: 151 people attended the conference.



Four nights in BANGKOK



● Left: a relaxed, friendly atmosphere; Steve Jordan and borrowed guitar; right: delegates with personalised gifts.

A report on the first ever IMA conference in Bangkok, by Steve Jordan.

It was in the sultry heat of Bangkok that 151 members of the mobility industry gathered for the first ever International Mobility Alliance conference. It was new and so expected to be different.

Anything new is always something of a risk and starting a new industry event, in the midst of a crowded convention calendar, was bold and gutsy. But founder Patricia Jade Ooi said that she had a lot of support and inspiration to move forward.

And that did seem to be so. When I arrived the day before the conference started, many delegates had already been there for two days. They had arrived early to take in the delights of one of the world's most vibrant cities and spend some time together. The atmosphere was relaxed, friendly, and charged with anticipation. Everyone expected it to be a success. They were not to be disappointed.

Despite her modest style, it was obvious that Pat had worked very hard to get everything 'just so' for her inaugural event. The Partner4Partner Scheduler, sponsored by SIRVA, enabled delegates to book a 30-minute slot to have each other's undivided attention and it worked flawlessly with very few, if any, no shows.

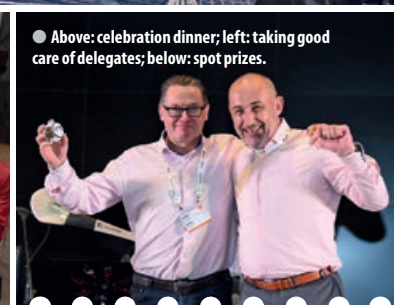
The refreshments were a nice touch too and there was plenty of space for people to get away from the crowd if they wanted a quiet moment of reflection or to have an unscheduled meeting. The food was lavish with many delegates saying they felt lost in the variety of food served.

Thank goodness there was no roll call! Instead, Adrian, the vivacious MC, kicked off the proceedings with a warm welcome, there was a brief introduction from Pat and then Craig Somerville representing Operation Smile, the conference's designated charity, gave a moving presentation of how the funds are used to provide surgery and post-operative care for children with cleft lip and palate. It was estimated that the sum donated by the IMA2018 community would change (and perhaps save) the lives of six children.

I was invited to be the keynote speaker followed by Fred Schlomann, Vice President, APAC for Airinc and Calvin Chin, Global Operations Manager from Altair Global. The common theme of the presentations was the impact of technology and what it takes to stay in and succeed in the business.

Anything new is always something of a risk and starting a new industry event, in the midst of a crowded convention calendar, was bold and gutsy. But founder Patricia Jade Ooi said that she had a lot of support and inspiration to move forward.

REPORT: IMA CONFERENCE 2018



But if there was little difference of proceedings with other industry events, I did detect a different atmosphere all around. Maybe it was just because it was new. I don't know why it felt different, but it did. When people went out, they tended to go together – no private parties or groups, just friends, connecting and spending quality time together. Everyone looked out and took care of each other. There were no egos to be massaged. The entertainment was simple, no lavish dinners and one-upmanship, just a bottle of beer at the Titanium bar down the street from the hotel listening to the all-girl Unicorn Band blasting out *Proud Mary*. Exquisite!

Pat had put in some of her own touches too. She presented everyone with a personalised gift to thank them for attending. She kept everyone in touch during and after the event so nobody had a chance to feel left out in the big city. By staying true to her 'hostess with the mostest' title, Pat made sure she looked after and entertained all of us during the Celebration Dinner which fell on Makha Bucha Day, a Buddhist holiday, while the streets outside were eerily quiet.

Pat had put in some of her own touches too. She presented everyone with a personalised gift to thank them for attending.

The entertainment at the Celebration Dinner was a little unconventional too. Pat kicked it off with a heartfelt speech. There was an excellent six-piece band to keep everyone singing along during the meal. Then, in a complete change of pace, M T Rajah from Kellys Express in Indonesia took to the stage dressed as Gandhi: a remarkable likeness and very funny. Calvin Chin from Altair did a different and unexpected version of Tai Chi kungfu. In between performances, there were lucky draws from various delegates who shared a gift from home reflecting their culture. Gifts included a silver minted Krugerrand, an Egyptian bust of King Tut and an aboriginal boomerang. The Italian delegation - Francesco Argiro from Bliss, Max Ajroldi from Franzosini and Giovanni Moscarello from Bolliger - did a very good Pavarotti rendition of *La Donna È Mobile*. Lorena

Pau and Stefani Silva from Mudinmar, Spain delighted everyone with an enchanting display of a flamenco dance called the *Servillanas*. And even I borrowed a guitar from the band and braved the critics with a song *Leaving on a Jet Plane* to end the evening. One delegate said to me during the dinner, before I picked up the guitar, that it was nice to see people having fun again at a conference. I hope he felt the same after my performance. Everyone, however, agreed that it had been a great evening and an excellent conference throughout.

It would be wrong to pretend that everything was perfect, it wasn't. But the failings were trivial and before the conference closed speculation was rife as to the date and location of IMA 2019, with many wanting to sign-up immediately. Pat, if she knows, is keeping that piece of information very quiet for now.

On stage at IMA



The IMA conference did not start, as so many do, with a tedious roll call in which everyone gently drops off to sleep. Instead, it started with a short plenary meeting that was fully attended. Three speakers delivered short presentations on different subjects but all with a common thread: technology.

Steve Jordan

Steve Jordan is the editor of *The Mover* magazine. However, his presentation to IMA was nothing to do with publishing. Instead, he picked up on the theme of the conference *New Chapter: New Opportunities* and appealed to the generations to recognise their limitations when it comes to handling technology and not allow their businesses to be held back by undervaluing the talents of the young.

Steve said that he had seen many companies suffer because the older generation was determined to maintain control, restricting the development of the younger generation that followed. He said that had always been a problem but today, with technology developing at such a fast rate, it was even more so.

It is quite clear that young people think differently than their parents. They use technology differently, communicate differently and, through that technology, can make faster decisions. Steve said that his generation had technology thrust upon them and did their best to make it work for them. His children came upon technology much earlier and have a much better understanding of it and appreciation of the opportunities it creates. His grandchildren, however, had technology as part of their DNA, they could not imagine a world in which it didn't exist.

He said that this did not mean that anyone over 50 had no value; quite the reverse. They have the wisdom of experience which is vitally important. However, in Steve's opinion, they should use that wisdom to ensure that young

people are encouraged, valued and empowered to exert their influence on the organisation. If not, Steve believes they will leave and the company will suffer.

Steve also had a word of warning for the 30-somethings who might think that they have technology tamed. He said that in 15 years, statistically, computing power will be 1,000 times more powerful than it is today; in 30 years' time it will be 1 million times more powerful. He asked whether anyone would feel confident about using that kind of technology to its full effect. When they were older, the problem would be even more acute than it is today.

Fred Schlomann

Fred Schlomann is the vice president, APAC for Airinc, an international mobility company that has provided data to assignees and their companies for over 60 years.

In his presentation Fred looked at the ways in which global mobility was changing, largely fuelled by technology. As examples he said that more than half of the world's population now has Internet access; three million e-mails and four million text messages are sent every second; and by 2020 it is predicted that there will be 26.3 billion devices connected to the Internet. Using current technology, the number of tasks that can be automated affect \$14 trillion in wages and a billion jobs. Fred said that in the last 50 years world GDP has increased six times, per-capita income has tripled and employee output has increased by 2.4 times.

This technology has had a dramatic effect on globalisation. For example, Fred

Steve said that he had seen many companies suffer because the older generation was determined to maintain control, restricting the development of the younger generation that followed.



● Fred Schlomann.



● Calvin Chin.

said that in 1958 IBM employed 100,000 people, mainly in the USA. Today the company employs 380,000 people but most work outside the US, mainly in India. Today 62% of people are interested in working abroad, 43% of US employees have worked remotely and the number of 'digital nomads', people who can work anywhere, is on the rise.

In recent years companies have generally increased their need for mobility and more of them have formal policies in place. However, what was particularly interesting was the areas in which mobility was expanding. 50% of the increase is coming from short-term assignments, 45% are going on one-way transfers. The number of long-term assignments is significantly lower than in the past. 31% of mobility teams are under cost pressure.

The top challenge for mobility professionals was aligning their programmes with the talent available. However, the top strength was getting people to go on assignment. It appears that there is no shortage of people wanting to work abroad, but the profile of the average assignee has changed dramatically.

Calvin Chin

Calvin Chin is global operations manager for Atair Global in Singapore. His company is a relocation management company that started in Texas 28 years ago and now provides global relocation services at origin, destination, in transit and administrative services. Since then it has spread its operations to ten locations worldwide.

It appears that there is no shortage of people wanting to work abroad, but the profile of the average assignee has changed dramatically.

Calvin looked at the customer experience and the attributes of a preferred supplier. He said that a good customer experience is more than the sum of the parts. He said that it's possible for all touch points in a relocation to be positive but the overall experience can still be poor. "It's necessary to focus on the whole end-to-end experience, not just the individual touch points."

By contrast, Calvin said that not everything needs to be positive for the customer to be happy with the service. He used a trip to IKEA as an example: although a customer might not like the checkout arrangement, the need to assemble the furniture or the delivery option, they still might enjoy going to the store because the café is good or the price is excellent.

So what does an RMC look for in a preferred supplier? Operational capability was key. Although it was important for a company to have its own assets and workforce it was vital that it had sufficient scalability to be able to react at short notice when necessary. The process should be repeatable to guarantee a positive customer experience with sufficient flexibility to deal with exceptions and challenges as they emerge and prevent any re-occurrence if something goes wrong. People should be engaged

in the business and, especially for smaller suppliers, they should be empowered to take decisions if the senior member of staff is absent.

The company culture and synergy with Altair was also important to Calvin. The Altair values were 'Aim high, play it straight and make it fun'. They expected suppliers to show concern, appreciation, respect and empathy. As illustration, Calvin quoted the management consultant Peter Drucker: "Culture eats strategy for breakfast."

NEWS: ON THE ROAD

AdBlue cheats face serious action by DVSA

Following a number of successful prosecutions, the DVSA is warning truck operators not to fit emulator devices to avoid using AdBlue in their Euro IV, V or Euro VI vehicles.

AdBlue is a fluid used in later diesel vehicles to bring emission levels down to legal levels. However, using AdBlue marginally increases the running costs of the vehicle and some unscrupulous operators have been fitting so called emulator devices which mimic the presence of AdBlue in the fuel mix, but have a detrimental effect on the vehicle's emissions.

Using an emulator effectively converts the vehicle to Euro III and prevents the truck going into 'limp mode' when AdBlue is not present. When challenged, some operators claim to be unaware that their vehicles needed to use AdBlue to

meet emission standards, but Traffic Commissioner Nick Denton is unimpressed.

"Ignorance is no excuse. It should be self-evident to all operators which vehicles require AdBlue," he said, after a company in Stoke-on-Trent had its operator's licence revoked and its transport manager disqualified after claiming it was unaware that its Euro 4 vehicles required AdBlue.

Commissioner Denton has also taken action against a Birmingham operator who admitted having emulators fitted to her vehicles. The devices were apparently illegally used to resolve an issue with the AdBlue system.

In another case, Traffic Commissioner Kevin Rooney described an operator's approach as "reckless" after he failed to ask questions about emissions controls



● AdBlue is carried in a tank fitted to the vehicle.

"Ignorance is no excuse. It should be self-evident to all operators which vehicles require AdBlue ..."

Nick Denton

fitted to one of his vehicles.

"AdBlue is well understood within the industry," said Kevin. The operator claimed he hadn't noticed the vehicle needed AdBlue but Kevin said that was: "Clearly nonsense. Operators and transport managers should never interfere with vehicle systems without taking proper advice. Those who don't make enquiries will face serious regulatory action," he warned.



● Learner drivers will be allowed on motorways from 4 June, 2018.

Learner drivers given green light for motorway tuition

The UK government has announced that learner drivers will be allowed on motorways from 4 June, 2018 – a move road safety charity IAM RoadSmart has welcomed as 'common sense' and could save countless lives.

An announcement from the DVSA on 1 March said learner drivers will be able to take driving lessons on motorways in England, Scotland and Wales from Monday, 4 June. Learners will need to be accompanied by an Approved Driving Instructor and drive a car

fitted with dual controls. Motorway lessons will be voluntary and it will be up to the driving instructor to decide when the learner driver is sufficiently competent to drive on them. Learner motorcyclists, however, will not be allowed to use the motorway. IAM RoadSmart, the UK's biggest independent road safety charity, has long called for the move to be made.

Neil Greig, IAM RoadSmart's Director of Policy and Research said, "IAM RoadSmart strongly welcomes this common-sense change to the law on motorway driving. It has never made sense to us that new drivers on our most important roads learned how to use them by trial and potentially fatal error. The government's insistence on the use of approved instructors and dual controlled cars is a welcome safeguard that will ensure consistent levels of training and a proper, phased introduction to motorway driving skills. Delays and injuries caused by driver error blight our motorways and with new systems such as smart motorways being widely introduced, it is vital that the level of knowledge and skill among

motorways users is improved to keep our key economic routes flowing."

The Road Haulage Association, however, disagrees. In a response to the announcement the organisation said: "Drivers should only drive on motorways once they've passed their test. Newly qualified drivers should consider taking the Pass Plus training course which offers practical experience behind the wheel in different driving conditions, including dual carriageways and motorways."

"It has never made sense to us that new drivers on our most important roads learned how to use them by trial and potentially fatal error."

Neil Greig



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Why I gave up being a NIMBL

What do Artificial Intelligence, chatbots and automated self-service technologies have to do with the moving business? And what the heck is a chatbot, anyway?

IAM's Ray daSilva gives his views on the march of new technology.

All this technology stuff was not supposed to happen until sometime in the future, like 2020 or so. But wait ... 2020 is only two years from now. Perhaps you have been one of the Not In My Bl**** Lifetime (NIMBL) kind of people and think you don't have to worry about it. Well, sorry ... it looks like some of it has already happened!

So, what is a chatbot and what does it do? Here's a clue from a Wikipedia listing: "A chatbot is a computer programme which conducts a conversation via auditory or textual methods. Such programmes are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the Turing test."

Now, I remember seeing this silly pop-up on a moving company website. As I started scrolling on the page, this message said "Hi, my name is Ethan. Can I help you?" I imagined my chat buddy was in Bangalore or Manila and asked whether local moving rates were regulated in Arlington. The answer "Yes, we would be happy to quote on your local move. Can I make a note of your name and e-mail, please?"

The technology may not be quite there yet, but before you dismiss it, think about this. The pace of change and advances in technology are not linear: they are exponential. If you think chatbots are hopeless and will never in your lifetime replace humans in customer service, particularly in the moving business, then consider facial recognition technology.

In the August 2007 issue of *Discover Magazine*, Jaren Lanier wrote, "In at least one way, the smartest machines can't match a baby." Jaren was writing about facial recognition technology. Flash forward 11 years and I just paid for my groceries this morning by double-clicking my smartphone, staring into the screen

and then waving my phone at the card reader. Not only can the phone in my pocket recognise my face; I am willing to trust this technology with credit card payments.

What is as remarkable as the technology is the pace of change and acceptance. I now think nothing of this remarkable technology. It has become ubiquitous and commonplace overnight. I can't impress anyone with my fancy phone.

That chatbot may seem pretty hopeless right now but it is a machine running algorithms. It can be taught or programmed and unlike people, once you teach it – it will retain that information in an exact and complete manner. Oh, and then there's machine learning.

Here's Wiki again: "Machine learning is a field of computer science that gives computers the ability to learn without being explicitly programmed."

Yes, they will teach themselves. And no, they do not stop to eat or sleep.

Back to the moving business

That chatbot is hopeless right now but the idea of putting an excellent chatbot into your customer service department is a possibility soon. I can hear you now. NIMBL!

A nicely programmed chatbot will ask one or two questions and based on that understanding will offer up resources that may address your need. I've had the opportunity to use some and they hit the mark about 50% of the time. If 50% of your customer enquiries could be addressed by efficiently routing the person to the right online resource, is that a bad thing?

Automated Teller Machines

The first ATMs appeared in 1969. By the 1980s, they seemed to be everywhere. Most of us have accepted the efficiency of slipping in a card and getting our cash to

go. ATMs and online banking services have replaced many of the functions performed by human bank tellers in the past.

Unemployment did not skyrocket. We did not get de-humanised because we couldn't gossip with our bank teller. ATMs are not immune to fraud and theft, but neither are bank tellers.

Soon ATMs will join fax machines and 8-track tapes as extinct technologies. I can now authenticate myself to my bank through facial recognition and use Zelle to send money almost instantly on my mobile phone. Why do I need cash in my pocket?

Meanwhile, at the grocery store ...

If you think this technology stuff is not going to catch up to the moving industry, take a look at what's happened to grocery shopping. I can cruise the aisles and pick out my items. I then proceed to the self-checkout aisle where I scan my own items. It's a little clunky but it works pretty well most of the time.

Just like the ATMs, the checkout system is getting better very quickly and, just like the ATM, before we get a chance to get used to it, this technology will be made redundant. Amazon just bought Whole Foods, a US grocery store chain, and they are now offering an online service with two-hour delivery in some markets.

And speaking of Amazon, I have been a loyal Prime member since 1997. You want to study customer service? These guys are rewriting the book on it. You remember books, right? Those paper bound things we used to read before we got all our information from our mobile phones.

I won't go on about Amazon other than to say that in today's news (which I read on my phone) reports are out that Amazon is now ready to compete with UPS and FedEx on shipping services. Well, at least Amazon won't be looking at moving services, right? NIMBL? Do a search for Moving Services on Amazon.

Where is all this heading?

In December 2017, Elon Musk, Tesla's CEO, updated his prediction that the first fully autonomous driverless vehicles would be available by 2019. He predicts that by 2020, these cars will drive better than humans. On February 6, a company

So, what does all this have to do with the moving business?
Our industry is subject to the same pace of change, disruption and perhaps opportunities as the rest of the world. Those that would ignore this do it at their peril.

● Not In My BI**** Lifetime!
The moving industry is affected
by technological advances
just like any other.



called Embark completed a US coast-to-coast run in a modified Peterbilt tractor trailer equipped with safety sensors and self-driving software. How's that NIMBL working you, now?

There are estimated to be four million truck drivers in the US. Throw in a few taxi and Uber drivers, maybe some bus drivers, too. In a study issued by Goldman Sachs, there is a prediction that 300,000 truck drivers may lose their jobs per year starting in 2025.

Those aren't the only jobs that are under threat from Artificial Intelligence. Think about your last doctor's visit for your annual check up. How much time did your doctor spend with you? After 15 minutes, he sent you off for a battery of blood and other tests.

People are currently wearing bands around their wrist that are measuring their vital signs 24 hours a day. Remember that urine test from the annual checkup? Your smart toilet connected to the Internet of things will soon be monitoring those vital signs on a daily basis. That information and much more will be streamed by your

mobile phone to a computer wired to the World Wide Web which will measure slight variations in your vital signs and compare them against all the past diagnoses in its database, as well as current reports streaming in from the world. You won't be visiting the doctor when you feel bad anymore. Dr Siri will tell you that you will be feeling bad in approximately 27 hours unless you take the following steps.

What will all the unemployed people do?

An author named Yuval Harari has written two books which talk about the history of homo sapiens to understand the possible future of humans. He writes about the possibility of a class of 'Useless Humans' who may literally have no useful work abilities. Others, and I'm in this group, are more positive.

With every major evolutionary step for humankind as we went from hunter-gatherers to the cognitive revolution, the agricultural revolution and the scientific revolution; some have predicted massive human displacement and dehumanisation.

However, at each step, mankind has been able to reinvent itself and move forward.

What you make of technology, just as what you choose to make of a longer life span, is up to each of us. For some, both represent negative possibilities. Others will see opportunity.

So, what does all this have to do with the moving business? Our industry is subject to the same pace of change, disruption and perhaps opportunities as the rest of the world. Those that would ignore this do it at their peril. Some will embrace change and even attempt to be at the leading edge of it. Others will choose a steadier approach. I believe there is ample room for both approaches.

There are many customers who still appreciate and want a hand-crafted personal service approach with the human touch. Others will appreciate a more flexible, self-serve approach. The market can still accommodate both. For those that are still feeling a bit NIMBL, I hope this article shows that change is inevitable, constant and here now; what we choose to make of it, is up to us.

A Twitter guide for moving companies

Sam Butterworth from Abacus House Clearance looks at how you can make Twitter work for your moving business.

As of the fourth quarter of last year, Twitter averaged around 330 million monthly users worldwide. In the UK alone, more than 17 million active users have been forecast for this year. That's 17 million people logging into their accounts on at least one occasion per month, and 17 million potential customers. So, no matter how small your business is, this micro-blogging site isn't something that should be ignored.

But understanding how Twitter works is a whole different ball game when compared with Facebook. The use of Twitter as a platform is not the same for a start: Twitter can be used as a news site, a place to post/read opinions, somewhere to share content, or a form of communication with brands (complaints or otherwise). It doesn't have the personal elements and the same level of family/friend connections as Facebook.

For the moving industry in particular, this can be a good thing. In a way, Twitter is strictly business and strictly content sharing (as well as politics, of course). But getting it wrong can be harmful to your brand. So how can you ensure maximum engagement with potential customers? Here are five tips for Twitter marketing beginners in the moving industry.

1 Manage your expectations

According to Digitaltrends.com, some of the most engaging topics on Twitter of 2017 were the Super Bowl, Trump's inauguration and TV shows like *Game of Thrones* or *Stranger Things*. Politics, celebs and culture rule the Twittersphere, so moving companies aren't exactly going to be Twitter stars. But that doesn't mean you can't be successful within your niche. It's important to manage expectations from the start and understand that Twitter, like other social media, is a long-term branding project. Lead generation can be achieved with momentum, but the main focus should be building your brand.

Being seen to turn around a problem successfully and honourably is great for your brand and will help you stand out as a trusted moving company over competitors.

2 Have a strategy to get followers

Getting followers isn't going to be easy when you start an account for the first time. Don't expect to see the followers rolling in without a fair bit of hard work. The first thing you will need to do is personalise your page. Default avatars and banner images suggest inactivity, so brand your profile well and make your page look appealing. Then you will need to follow relevant people within your industry and try and connect with local businesses in your area. Networking is something that other businesses are interested in too and they are likely to follow you back. For B2C targeting, incentives can work very well.

3 Share relevant content

The most successful strategy for gaining followers is to do it organically. To do this, you need to make your tweets relevant, interesting and useful. Some of the top moving industry Twitter accounts are known for tweeting 'how to' guides to engage their audience. If you have a company blog, Twitter will work as the perfect platform for posting links. And if you don't have a blog, you can share articles from other reputable sources. There are no rules about what content

you can post (as long as it's not offensive or detrimental to your own business).

4 Understand the hashtag

Hashtags aren't just for kids; they're used by very serious professionals and respected influencers. And by jumping on the right hashtag, you could widen your outreach every time you tweet. But using them badly can lead to a bit of a social nosedive. Local hashtags are the best way of easing yourself into the world of hashtagging and could help to make meaningful connections with customers who require your service. Trending hashtag topics (such as TV programmes, political elections and celeb news) are unlikely to be relevant to a moving company, but seasonal hashtags can be a great way of sharing any promotions you have.

5 Respond to customers

One of the biggest mistakes that small companies make when starting up a Twitter account is being inactive. Social media users, particularly millennials, expect instant gratification online. So, for Twitter-based customer service queries, people usually want a fast response. Social media platforms open a whole new channel for customer relationship management, so having someone checking daily is important. Always respond to customers, and always resolve complaints/issues without delay. Being seen to turn around a problem successfully and honourably is great for your brand and will help you stand out as a trusted moving company over competitors.

Encouraging customers to follow you on Twitter or share pictures of their move for a special discount code can be a great way of boosting positive interaction too. This is a great way of getting new followers and expanding your reach.

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Visit <https://www.ukhouseclearance.com/>.

SOCIAL MEDIA: TWITTER FOR MOVERS



Sam Butterworth

Sam is a writer and blog editor working with Abacus House Clearance. He has been working in the moving industry for five years and has a background as a journalist and editor.



NEWS: PRODUCT

VACU-LUG TO SHOWCASE TYRE MANAGEMENT APP AT CV SHOW

Retread tyre specialist Vacu-Lug will be demonstrating to fleet managers visiting The Commercial Vehicle Show how their businesses can benefit - economically, environmentally and legally - from the company's tyre management service.

On Vacu-Lug's stand - located in Hall 4 - the team will also be showcasing their mobile app, VMS Mobile, which the company released at the end of 2017. The VMS Mobile app - which Vacu-Lug claims is the first of its kind in the industry - provides customers with remote access to their vehicle data. It summarises individual vehicle information held online within VMS Online (Vacu-Lug's Management System) and Vacu-Lug says it is an essential tool for vehicle monitoring and compliance control.

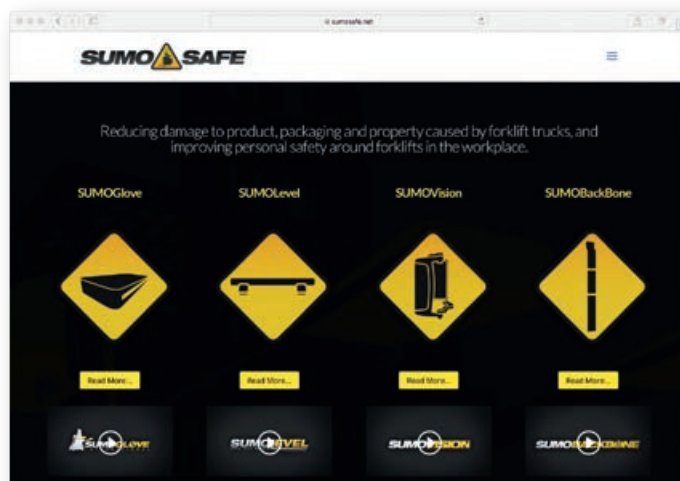
Vacu-Lug's retread tyres will also be on show, including products from the Logistik range, which have been specifically built using production techniques and technologies used in aircraft and high-performance tyres to give operators the lowest costs per kilometre, while at the same time increasing fuel efficiency. The company has also developed a tool for its customers to enable them to calculate how much carbon they have saved since selecting Vacu-Lug's retread tyres.

Murfitts Industries, who recycle all of Vacu-Lug's waste tyres, will also be showing how they process waste tyres at the end of their lives.

The Commercial Vehicle Show 2018 takes place between 24 - 26 April at Birmingham's NEC.



● The VMS Mobile app.



● www.sumosafe.net.

New company offers fork lift safety and load protection range

With offices in the UK, USA, Canada and Australia, SumoSafe Global is a new company offering a range of products that significantly reduce damage to palletised loads during the lift truck handling process and make fork lift trucks safer to operate.

"The SumoSafe range includes a number of ingeniously simple yet highly innovative designs that make a real difference to any fork lift operator's business - both in terms

of safety and the cost savings that can be made by cutting or even eliminating product damage," said SumoSafe's co-founder, Simon Ross.

The SumoSafe range includes:

- SumoSafefork - a radical new design of lift truck fork that takes traditional steel tines and encases the tip within a protective glove. Made from industrial grade polyurethane, the glove significantly limits the impact of a carelessly driven lift truck's forks against a load. The results of independent

industrial testing may be seen at <https://www.sumosafe.net/products/sumoglove/> and indicate a very short ROI;

- SumoGlove - a variation on the SumoSafefork, SumoGloves are fitted to the tips of a lift truck's existing forks quickly and easily. They are compatible with all common makes and size of fork lift tines;

- SumoVision - a system that, as its name implies, improves an operator's forward visibility even when sight lines are obscured by a large bulky load;

- SumoLevel - a new fork lift mast tilt indicator system designed to significantly reduce the accidental damage and associated safety risks that are often caused to a pallet, the load and the racking by a lift truck's forks during the pallet picking and put-away process;

- SumoBackbone - a protective device that can be retrofitted to any make or model of lift truck to minimise the risk of an operator suffering a serious spine or whiplash injury in the event of his or her truck being hit from the rear by another fork lift or reversing into a stationary object.

"The benefit to any organisation that installs SumoSafe technology will be quickly realised," said Simon Ross. "They improve operational efficiency and workplace safety to such an extent that payback is almost immediate."

.....
For further information go to www.sumosafe.net.

Renault to launch fully electric trucks in 2019

Renault Trucks has said it will launch a range of fully electric vehicles in 2019. These all-electric trucks are primarily designed for use in urban and inter-city situations and will be produced at the Renault Truck's plant at Blainville-sur-Orne in Normandy, France.

Renault Trucks has been investing heavily in research and development around electromobility since 2009, including extensive field testing in partnership with customers including Carrefour and Nestlé. The tests have provided Renault Trucks with vital information on conditions of use, battery behavior, recharging facilities and specific maintenance requirements for electric trucks.

Nigel Butler, Commercial Director of Renault Trucks UK said, "As we transition to a lower carbon economy, electric trucks are driving the future for urban operations - we excitedly await production availability for our UK customers."

In addition to the great strides made in understanding customer uses and market requirements, Renault Trucks



● Renault electric truck.

has taken advantage of the impressive R&D resources offered by the Volvo Group. Thanks to these economies of scale, Renault Trucks is now in a position to market a cost-effective range of vehicles from 2019.

A dedicated assembly line for all-electric trucks is currently being installed at Renault's plant in Blainville-sur-Orne.

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FORK LIFTS: THOROUGH EXAMINATIONS



● An FLT Thorough Examination is required at least once a year.

FLT 'Thorough Examination' – what does it actually mean?

If you oversee fork lift operations you'll be familiar with the term 'Thorough Examination', but what does it actually mean? Not knowing could come at a heavy cost, according to CFTS (Consolidated Fork Truck Services), the body that established a UK standard for the Thorough Examination of fork lift trucks.

Recent changes to legislation mean that, as an employer, you need to understand what it is, why it's required and, most important of all, what it means in practice.

What is a Thorough Examination?

A Thorough Examination is an essential, mandatory check to ensure that your trucks are in safe working order. It is not the same as any regular checks your trucks may have as part of a scheduled service plan.

It is required by law and covers two different sets of health and safety regulations, LOLER 98 and PUWER 98. The LOLER and PUWER legislation covers different areas of a truck's operation, so a truck that passes LOLER 98 could still leave you liable under PUWER 98, and vice versa. This is why a Thorough Examination is paramount. It means you're completely covered.

Why is it so important now?

The costs for non-compliance are higher than they have ever been. With the introduction of the Fee for Intervention, updates to L117, and increased fines for individuals under the Corporate Manslaughter and Corporate Homicide Act, it's never been more pressing for

managers and supervisors to be fully aware of what's required and making sure they comply.

How often do you need one?

At least once every 12 months is stated in legislation, though under LOLER 98 this could be more frequently, depending on how, when, and where the truck is used.

What parts of the fork lift must be checked by law?

LOLER 98 covers the lifting parts of the truck, as well as lifting accessories. PUWER 98 - which is generally less understood by fork lift owners - covers the risks associated with the non-lifting parts of the truck, such as brakes and steering.

CFTS developed a standardised test that covers both PUWER and LOLER so you can be confident your truck is covered under the law.

Who is responsible for ensuring your truck has a valid Report of Thorough Examination?

If the truck is owned outright, or is on a long-term hire of 12-months or more, then the responsibility is on the truck's owner or leaser/user. When a truck is hired for less than a year, the rental

company has the responsibility of arranging the Thorough Examination.

However, whether you hire a truck for a day or a year, you should insist that a copy of the truck's Report of Thorough Examination is included with the rental documentation. That way you can be satisfied that your employees are operating a truck that is safe and legal.

Importantly, a fork lift should also have a valid Thorough Examination report whenever it changes hands: either temporarily or permanently.

What if I fail to comply?

Non-compliance with LOLER 98 and PUWER 98 comes at a heavy cost. You run the risk of prosecution and financial penalties, as well as putting your workforce at risk of serious injury or even death.

What is CFTS?

The FLTA (Fork Lift Truck Association) and BITA (British Industrial Truck Association), the UK's leading authorities, came together, in consultation with the HSE, to establish CFTS: delivering a safe, national, quality-controlled process for Thorough Examination.

Visit www.thoroughexamination.org.

Global relocation services provider Cartus Corporation has announced the appointment of Jennifer McCarthy as vice President of global marketing and Paul Franco as director of strategic business solutions for the APAC region.



Jennifer McCarthy



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NEWS: PEOPLE

Wesley Bourne appointed chairman of Harmony Relocation Network

Wesley Bourne, Managing Director of Bournes in the UK, was appointed chairman of Harmony Relocation Network at the October 2017 Annual Shareholders Meeting in Pasadena, California.

Harmony is a global network of locally owned relocation companies, upholding strong family values through generations of heritage. The network of committed partners is brought together in one truly global and solid infrastructure with cutting edge technology, an ISO-tested quality system and leading sustainability criteria.

Founded in 1992, Harmony Relocation Network is the largest commonly branded global network of relocation companies with over 140 members in 60 countries serving 180 countries across 6 continents. All members are co-owners of the network which provides move management,

move operations and relocation destination services.

Wesley has worked in the relocation industry for his entire career, joining Bournes in 1994, later taking over the role of managing director of the family business in 2014 from his father Eric Bourne.

Bournes has been a shareholder member of Harmony since its establishment in 1992 and has always been an active participant and supporter of the network. Wesley joined the supervisory board of Harmony in 2008 to help shape its direction and success as a leading name in the relocation industry.

In his new role as chairman, Wesley looks forward to helping lead the network to achieve its strategic goals and objectives on behalf of all Harmony members worldwide.



● Wesley Bourne.

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25 years on

It was 25 years ago that Walter Shephard walked into Britannia Lanes in Exeter to ask for a job. Last month he had his retirement party and is now enjoying some well-earned time off at home, with his wife, and his 40ft garden shed in which he makes bird boxes, for fun. Why not!

Walter spent all his time with Lanes as a porter and driver. Although he went out on the road until his retirement he admitted that more recently he's been given the easier jobs. He said he'd enjoyed his time in the business, especially the camaraderie with the crews and the nights out up country. Now it's time for a rest.

Congratulations Walter.



The White & Co Mystery Mover

Well done to Antonio Gil from Mudanzas Clara del Rey S.L. in Madrid for spotting Henry Moise of Venezuelan International Packers last month. Apparently Henry's widow, Harriet Stokes, is an avid reader of *The Mover*. This month it's pretty easy, but it is an old picture. If you know who it is e-mail your answer to editor@themover.co.uk for a chance at winning the White and Company Black and Red Watch.



● Rob Lane (left) with Walter Shephard.

Maarten van Zutphen joins Gosselin Mobility Group



● Maarten van Zutphen.

Gosselin Mobility Group in The Netherlands has appointed Maarten van Zutphen as branch manager of its Amsterdam office. Maarten will work alongside Joop Corstjens to develop and manage international moving and storage operations for the Group within The Netherlands.

Maarten brings over 30 years of moving industry experience, having previously worked for a number of moving companies in The Netherlands. He is a well-respected professional both within The Netherlands and on the

international scene through FIDI, where he served as chairman of the FAIM Supervisory Committee. Maarten will focus on Gosselin's international corporate and private moving business to and from The Netherlands, ensuring a high standard of operational and customer service delivery.

Maarten said, "I've personally known Gosselin for more than 35 years and have seen the company develop under the leadership of CEO Marc Smet to a leading logistic and mobility organisation with a strong footprint throughout Europe, Eastern Europe, Russia, the Caucasus, and Central Asia. I am excited to play my part in further building the organisation in The Netherlands."

Gosselin currently has two offices in The Netherlands. The Amsterdam office covers all The Netherlands for commercial international moving services, while Limburg handles US government services.

Stefania Petrocchi joins Gosselin Mobility Italy

Gosselin Mobility Italy has announced the appointment of Stefania Petrocchi as operations manager.

Commenting on Stefania's appointment Barbara Savelli, Director of Mobility for Gosselin Mobility Italy said, "The arrival of Stefania brings added value to our internal organisation as we always tend to focus on growth in terms of service and efficiency. The experience Stefania brings from the industry and her time in Spain with a FIDI agent is strategically ideal and makes us more than ready for the 2018 high season."

Stefania is looking forward to her new role. "I am very proud and happy to now be part of the Gosselin Group," said Stefania. "Having started in the moving industry almost ten years ago by chance, I must say, as I didn't even know that this world existed. I have been lucky to be under the guidance of excellent professional entrepreneurs who

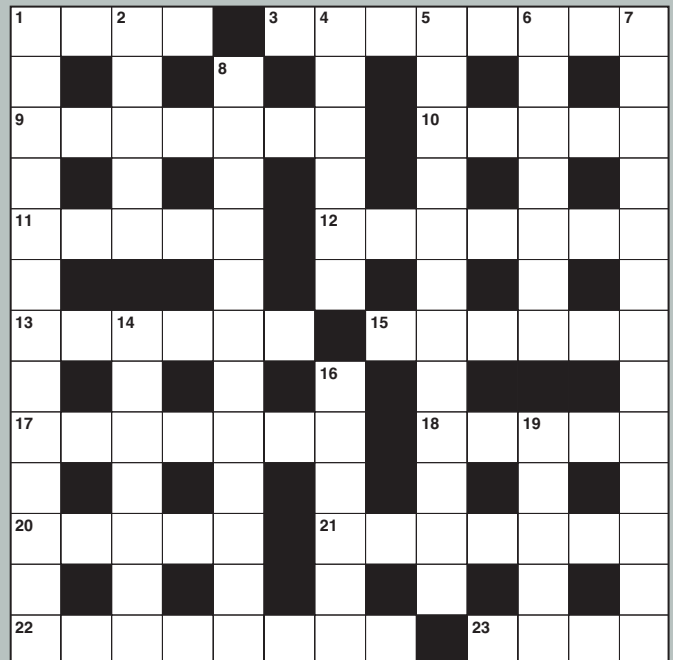


● Stefania Petrocchi.

taught me everything there is to know about containers, air freight, LCL, demurrage and so on. Seven and a half years working abroad (Madrid) have formed me professionally and personally. Therefore, I am glad to be able to use that experience in the international environment of the Gosselin Group."

The Gosselin Group was founded in 1930, employs over 800 people with sales reaching 300 million euros through 56 group offices in 34 countries.

Puzzles



ACROSS

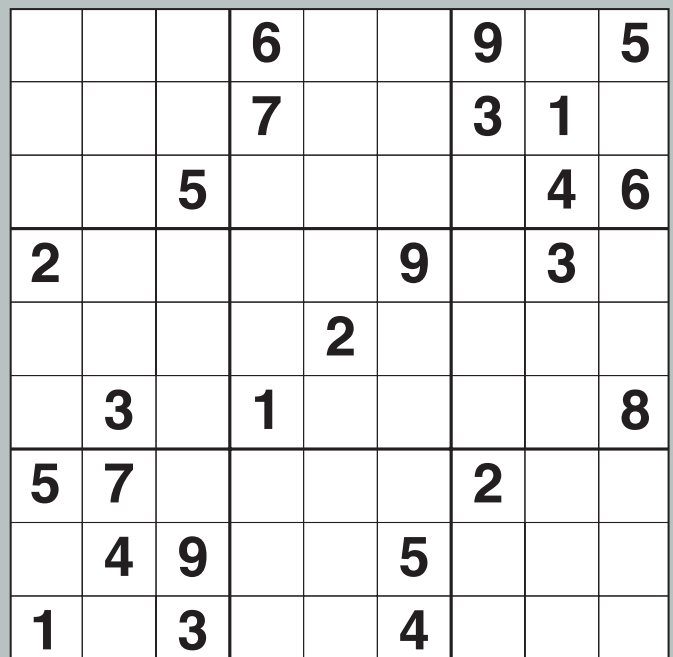
- 1 British nobleman (4)
- 3 Stone of great size (8)
- 9 Meddles with (7)
- 10 Quavering sound (5)
- 11 Shout of appreciation (5)
- 12 Eg from Ankara (7)
- 13 Put inside something else (6)
- 15 ____ Barlow: English actress (6)

- 17 Tribal leader (7)
- 18 Unabridged (5)
- 20 Turf out (5)
- 21 Breathed in (7)
- 22 Determination; doggedness (8)
- 23 Catch sight of (4)

- 4 Not real or genuine (6)
- 5 Reconsideration; item added later (12)
- 6 Existing at the beginning (7)
- 7 Unenthusiastically (4-9)
- 8 Histrionic (12)
- 14 Stopping place for a train (7)
- 16 Apply ointment for religious reasons (6)
- 19 Young male horses (5)

DOWN

- 1 Institution (13)
- 2 Cuban folk dance (5)



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Did you know?

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

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Tony Allen: And finally ...



Do you really need to know?

The good lady wife and I were on top of the world whilst we were making our late evening pot of tea, you see we'd actually got a question right on *University Challenge*, and that was a great achievement for us. We always make it a kind of competition to see who can answer the most questions and it normally ends up in a draw with a score of zero - zero.

The pursuit of general knowledge is a very interesting phenomenon, it's apparent that some people have a very peculiar ability, and indeed desire, to acquire and retain a wide spectrum of knowledge. Others, either find this impossible or, quite frankly, just simply couldn't give a damn.

I wonder whether this is really the result of a kind of on-going ego trip. Take the game of *Trivial Pursuit* for example, a great Christmas favourite, or as my youngest grandson calls it 'An opportunity for adults to show off' - and boy oh boy can this lead to a highly fractious and adrenaline charged environment.

It was Boxing Day and a group of us were settling down to play 'Triv' and were busily rehearsing our appropriate smug looks whilst the youngsters were rather boringly indulging in conversation in the next room. Among others seated around the table was a mate of mine who I will call Bob, for no other reason than that that was actually his name. Now Bob and I were great protagonists on the polymath front and we were looking forward to the thrill of competition.

To cut to the chase, as they say, the game progressed and, probably more through luck than judgement, Bob's team and my team were well ahead of the others and we had relentlessly progressed to the point where I was about to ask Bob a question ... and if he got it right, his team - who in my opinion, had been receiving the most incredibly jammy set of questions - would win the whole game (cue: slightly angered splutter).

The lights metaphorically dimmed; the dramatic music metaphorically played and the question was asked:

"What was the name of the musical relating to the exploits of the Von Trapp family?"

"*Sound of Music*."

"Sorry Bob, it quite clearly says on my card *THE Sound of Music* so I cannot award the point."

"That's absolutely ridiculous; whatever happened to the season of good will?"

"Is that our next question Bob?"

I must admit that this last question did

not help the situation one bit and by then the hills were really alive!

Although this whole episode was clearly a joke, I must now confess that my main purpose was to divert attention away from the fact that my arch rival had beaten me at *Trivial Pursuit* and I was really acting out the opposite of magnanimous.

What intrigues me about all of this is that it begs the question as to whether general knowledge is purely a question of intelligence, because we are also talking about education, learning and experience. For example, when you have a tradesman doing an odd job around the house you always seem to reach the point where he stands back and starts whistling and you think 'Oh no!' and then he ponders for a while, comes up with a solution and finishes the job - that's intelligence. He also adds another £20 to the bill - that's also intelligent!

So attempting to increase your depth of knowledge is no bad thing but it's not really going to increase your intelligence. That can only be improved by experience..

So knowledge is about what you know and that comes about as a result of the aforementioned education, learning and experience. Intelligence is the means by which we apply our knowledge, either intellectually or practically.

Now I can't finish this without introducing that great British institution, the pub quiz, which is a welcome source of additional revenue and most entertaining for the participants. In addition, for some it's a wonderful way of demonstrating their depth of knowledge. Having participated in a number of these I have found that quite a lot of the questions do occur time and time again. All you really have to do is learn Greek mythology; the moons of Saturn, the periodic table and Bob's your uncle (sorry Bob!). That's all there is to it really.

So attempting to increase your depth of knowledge is no bad thing but it's not really going to increase your intelligence. That can only be improved by experience. I think it's best to let Oscar Wilde have the final word here, so here's one of his quotes: "Education is an admirable thing but it is well to remember from time to time that nothing that is worth knowing can be taught."

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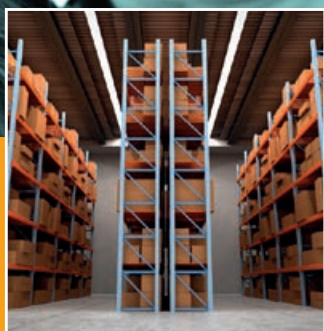


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