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Issue 065 August 2016 www.themover.co.uk

TheMover

The independent voice of the global moving industry.



SHINING STARS

What's in store for the future of the
international moving industry? Page 26

Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
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TheMover

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LEADER

The voice of the future

Steve Jordan, Editor



I think it was a casual conversation with Robert Bartup (GB Liners) earlier this year that made me aware of a serious gap in the editorial mix of this magazine. As regular readers will know I have something of a fascination with the great and the good of our industry. And justifiably so, I say. They have been part of the fabric of our industry and shaped it into what it is today – good or bad. In that respect I make no apology for offering you the thoughts of Fred Hault, Michael Gerson, Louis Le Roux, Michael Scott, et al. I promise, more will follow.

But although the past explains the present, it is the future that really matters. To this end I bring you this month the first in a series of interviews with the rising and shining stars of our industry. The kind of people who are making their mark now, will shape our future and, whoever is doing my job in 40 years will be interviewing.

This month please meet Denis and Sara from Alfa in Finland and Denmark respectively. They are not new to the business, far from it. Even at their tender ages they have tremendous experience and obvious talents. But what they do have, that the previous generation doesn't, is the knowledge that whatever the future holds, however the industry develops, they will be in the thick of it. Although the 60+ age group may choose to grapple with the delights of the technological revolution, running to keep up with an ever-receding leading edge, retirement is always an option. For their children it is not.

I have others in the pipeline too. I am delighted to say that this industry seems to have no shortage of young talent ready, prepared and more than able to take over when their pioneering parents opt for an easier life. But, as 10,000 minds are undoubtedly better than one, you might know some too. Do you have youngsters in your business who are already showing signs of being the thought leaders of the future? If you do I would like to talk to them. More importantly, as my recent experience has shown, you really need to hear what they have to say.

As our children grow we try our best to teach them well. But there comes a time when we have to realise that, if we have done our job properly, they will be brighter, stronger, more innovative and braver than we ever were. It's our turn to listen.

Steve Jordan



● FCS Vehicle Solutions.

Online vehicle acquisition service promises up to 18% savings

FCS Vehicle Solutions, a new service launched by Fuel Card Services, is claiming to offer up to 18% savings on car and van acquisitions throughout the UK.

The company says it will ensure fleet managers are not limited to local dealers or restricted finance choices when acquiring a new vehicle.

Steve Clarke, Fuel Card Services Group Marketing Manager said, "We can offer outstanding deals on every make and model from 32 vehicle manufacturers, sourced through more than 4,000 dealers nationwide. It means that we can ensure the best possible deal, even if only a single vehicle is required. Where a fleet manager looking for a Ford Focus might seek quotes from their nearest dozen or so Ford dealers, we are in contact with all 500+ dealers throughout the country."

Fleet managers are not restricted to standard vehicles and have exactly the same freedom to specify options and colours using the FCS Vehicle Solutions website as they would if dealing directly. Unlike wholly automated online comparison sites, the search and price negotiation

"We can offer outstanding deals on every make and model from 32 vehicle manufacturers, sourced through more than 4,000 dealers nationwide."

Steve Clarke

process is then handled by a real human being to ensure the best possible result.

"A hard-negotiating fleet manager might shop around regionally and achieve average savings of up to 8% on published vehicle prices," said Steve Clarke. "That is reasonable, but we would expect routinely to deliver a discount of at least 15% to 18% on list pricing."


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NEWS: UK

SURGE IN AUSTRALIA ENQUIRIES FOLLOWING BREXIT VOTE

John Mason International is reporting a significant increase in the number of people seeking information about emigration to Australia following the UK's decision to leave the EU.

The company says a spike in visitors to its website is a direct result of the referendum, with many British families feeling disillusioned by the Brexit vote.

"Australia is a popular destination among Britons seeking out a better life for themselves and their families, and we've been instrumental in hundreds of moves over the past 70 years," said John Mason International's, Simon Hood. "Since 1945, more than 7.2 million people have moved Down Under and I fully expect this figure to increase rapidly over the coming months."

Australia is one of the UK's closest countries in terms of culture and history, and its glorious climate is also an attractive proposition, prompting people to give up their UK lives and start afresh halfway around the world.

Like most countries, Australia has important immigration rules, regulations and procedures to follow. Its well-known points system - favoured by Brexit campaigners in the run up to the vote - plays an important role in deciding whether prospective expats are granted permission to move there.

"The increase in the number of Brits wishing to relocate to Australia will no doubt have a positive impact on that nation's economy - most likely to the detriment of the UK," added Simon.



● Australia is a popular destination with Britons looking for a better life.



● Brexit has had an immediate effect on the housing market.

Property values fall by 6% following Brexit

The impact of Brexit on house buying behaviour has been dramatic and immediate, both on expected property prices and on transaction volumes, according to Rob Houghton, CEO of reallymoving.com.

Rob said that, based on 8,500 registrations on www.reallymoving.com in the weeks before and after Brexit (17-23 and 24-30 June), the average UK property value fell 6%, from £256,000 to £239,000. There was also a 22% drop in the number of prospective home buyers registering for conveyancing quotes.

Regional impacts were as follows:

- Scotland and Northern Ireland have been hardest hit – volumes fell by 37% and average prices by 15%.
- London and the South East have also been heavily impacted, with volumes down 29%, although prices only down by 2%. Prices fell more rapidly in central London (10%) than other areas.
- The North of England has seen less impact with volumes falling only 5%, and prices down 2%.

Prices are based on property values entered by movers when requesting conveyancing and survey quotes. Historically they closely match Land Registry reported prices, but leading by three months: people request conveyancing and survey quotes approximately three months before their move date.

Demand for removals appears to be unaffected so far: Rob believes

"We expect a medium-term recovery ... once the shock of Brexit has subsided ..."

Rob Houghton

that customers have already committed to their transaction.

"We're alarmed although not surprised by the sudden drop both in property value expectations and transaction volumes," said Rob. "We expect a medium-term recovery in both once the shock of Brexit has subsided and confidence in the strong fundamentals of the UK economy is re-established."

reallymoving.com was launched in the UK in November 1999, and has become a leading provider of free instant online quotes for home-moving services. reallymoving.com provides quotes for multiple moving services such as house removals, conveyancing solicitors, Chartered Surveyors and Scottish Home Reports, and allows customers to choose between local and national providers.

● Visit www.reallymoving.com.

House sales predicted to slow after Brexit

The HomeOwners Alliance is predicting a slowdown in the housing market following the Brexit vote.

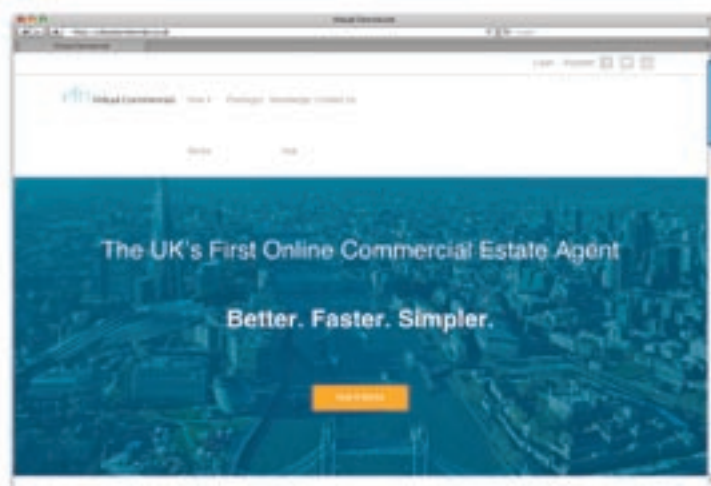
The organisation exists to restore trust in home ownership, lobby for policies and industry practices to get a better deal for homeowners and provide advice and services.

Paula Higgins, CEO of HomeOwners Alliance said that in times of uncertainty, people will likely put off major decisions such as moving house. Recent polls have said that 41% of those who voted to remain now feel anxious about the looming Brexit. "As we know periods of anxiety/uncertainty are typically periods when people do not make big decisions such as buying a home or moving," she said. "The number of house sales fell ahead of the referendum and this trend will likely continue in the near future as people wait to see what will happen. That said, people will always need to move for personal reasons, regardless of Brexit or other turmoil, so the market won't grind to a standstill, but it will slow down, at least in the short-term."

Paula also commented that the uncertainty created by the Brexit vote is: "... bad news for financial markets and will probably impact on interest rates longer term, so mortgage holders will want to watch this space."



● Paula Higgins.



● www.virtualcommercial.co.uk.

UK's first online commercial estate agent launches

Those looking to sell or rent commercial property now have a new option available following the launch of a new online service named Virtual Commercial.

The company offers a fixed fee based service to sell or let commercial properties online throughout England and Wales, irrespective of the use and type.

Virtual Commercial claims its service is unique and makes the sales and letting process far easier and cheaper than conventional

estate agencies. For a fixed fee of £999 it provides:

- Marketing support - including the creation of a professional marketing brochure, and arranging the marketing and listing of the property;
- A freephone 24-hour enquiry line;
- Professional support and guidance;
- All required documentation to ensure property listings are fully

compliant;

- Handling of initial enquiries to ensure customers only get firm leads that they can then manage online.

The company advertises properties on major property listings websites, including: Zoopla, PrimeLocation, NovaLoca, Property Link, and MoveHut.

The website's Savings Calculator demonstrates the savings to be made via the platform compared with a traditional agent. For example, a property with an annual rent of £40,000 and a premium amount of £25,000, assuming an agent's commission rate of 10%, a saving of £5,501 could be made.

The new service brings everything together online in one place; clients can manage their documents, leads, viewings and progress from their home page. If there is a query during the process then an experienced team is there to assist.

Andrew Vertes, Co-Founder and CEO at Virtual Commercial said, "Selling or letting a commercial property has never been a cheap activity. To date, it's also been complex and time consuming. We want to change that. Virtual Commercial is the UK's first online solution to doing this yourself. We provide all the services used by traditional commercial agents - and more. Virtual Commercial allows everything to be managed online, making it easy for our clients to take control. Our fees are fixed: they don't vary based on the property's value, and we include everything you need to sell your property."

● www.virtualcommercial.co.uk.



● Nigel Dews.

Harrow Green wins two-year framework contract with YPO

Harrow Green has signed a two-year framework contract with leading public sector procurement organisation YPO (Yorkshire Purchasing Organisation). The removal solution framework means that Harrow Green will act as a single provider managing the provision of services relating to removals, storage, specialist disposal and associated services and trades, all of which can be accessed free of charge by public sector organisations across the UK.

Harrow Green will work with the public sector to develop a local supply base and economy by engaging with local 'tier two' suppliers, and will act as a single point of contact between each participating Contracting Authority and its supply chain.

"We are delighted to have been chosen by YPO as their managed service provider ..."

Nigel Dews

Nigel Dews, Managing Director of Harrow Green said, "We are delighted to have been chosen by YPO as their managed service provider for a wide range of removal solutions activities. This is a significant contract and we look forward to developing a very strong relationship with YPO and Contracting Authorities. We will be working closely with them to manage and deliver an efficient, high-quality service."

● www.harrowgreen.com

Pickfords wins British government removal contract for a second term

Pickfords has announced that on Monday, 20 June 2016 it was officially confirmed as the appointed contractor to the British government for overseas removal services. The contract will run concurrently with the existing contract held by Pickfords and commences on 1 September, 2016.

The contract covers removal services for numerous British government departments who post staff overseas including the Foreign & Commonwealth Office, Department for International Development, British Council and many others.

The team at Pickfords is immensely proud that it has been awarded the contract for a second term. Steve Boyd, Pickfords' Government Services Director said, "This award is a reflection of the hard work of the Pickfords Government Services team, the



● Pickfords has won the government contract for a second term.

quality of our tender submission and our promise to the British government to continue to provide value for money at all times ensuring service quality is never compromised."

Pickfords has already embarked on the implementation programme with the British government and will work with them in the coming weeks to ensure that its services are aligned with the dynamics of the new contract.

PROFILE: BALLARDS REMOVALS



● Family picture, left to right: Richard, Matt with son George, Janette and Joe with son Archie; left and below: training centre head Charles Checkley.



Diversification is the key to success for Ballards Removals

Deputy Editor David Jordan took a trip to rural Nottinghamshire to visit Ballards Removals, a family business now prospering after the dark days of recession.

The historic town of Tuxford, a few miles north of Newark in Nottinghamshire, was once an important staging post for horse-drawn carriages travelling along the Great North Road between London and Edinburgh. In its heyday around 100 stage coaches a day would pass through, bringing rich pickings to the town's coaching inns, ostlers, blacksmiths and general traders that lined the streets. Today, Tuxford is bypassed by the new A1 and most travellers will be unaware of the town and its rich history as they speed past in their modern cars.

"...as soon as we could afford it we introduced new services to avoid having all our eggs in one basket."

Matt Ballard

Driving south from the town centre I turned left and followed the road for about a mile to a large industrial estate and Ballards' headquarters. Richard Ballard and his wife Janette started the company

in 1978 carrying out local removals using a second-hand Ford Transit van. They are still very actively involved in the business but are gradually handing over its day-to-day running to their two sons, Matt and Joe.

As we sat in Ballards' busy open-plan office Matt explained that the company was going through a rebrand to reflect the changes they've made to the business during the past few years. "Like most companies in the removals industry we were hit hard during the recession. Somehow we survived and I'm pleased to say we're now back up to full strength. Before the downturn we only did removals so we were very vulnerable. Although removals is still our core business we realised it was important to diversify, so as soon as we could afford it we introduced new services to avoid having all our eggs in one basket. I would advise any company in this business to do the same," said Matt.

Early in 2015 Ballards entered the self storage business and now has 45 containers on the five acre site; all are fully occupied and there are plans to expand to a second site later this year. Other developments include a van rental

service, in collaboration with United Rental Systems and a general haulage service. The company holds a franchise with Bishop's Move and also carries out overseas work for several large relocation companies.

Another important addition is the creation of a new training department complete with a mock-up house interior, headed up by Charles Checkley who joined the company earlier this year. Charles has worked in the industry for 28 years and gained his experience working for some of the UK's largest and most respected removal companies. As well as the usual materials handling skills, Charles teaches new recruits the more subtle aspects of the job such as the correct way to address a customer, what to do if they find money that has been mislaid, and not to pack credit cards or passports. Other skills include how to remove an old-fashioned sash-window, the difference between the 'Shotgun' and 'Bradford' method of packing a van, and the need to check for a cup of water inside a piano! Driver CPC will be introduced towards the end of 2016. As well as training its own staff Ballards is happy to train people from other removal companies and has recently applied to become a BAR regional training centre.

Despite the ups and downs of recent years, Ballards has remained a family business and with Matt and Joe still in their early thirties and the next generation growing up quickly, it is likely to remain so for the foreseeable future.

● www.ballards-move.co.uk

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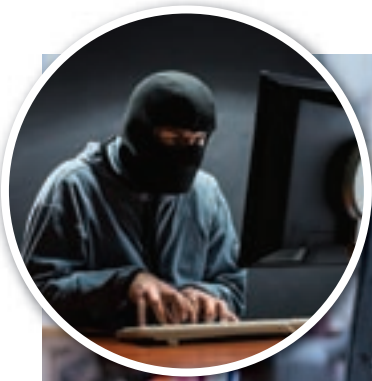


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NEWS: UK



● Small businesses take cyber security very seriously, but are often least able to bear the cost.

Small businesses bearing the brunt of cyber crime

A new report from the Federation of Small Businesses (FSB) has found that small firms are unfairly carrying the cost of cyber crime in an increasingly vulnerable digital economy.

The report, *Cyber Resilience: How to protect small firms in the digital economy*, suggests smaller firms are collectively attacked seven million times per year, costing the UK economy an estimated £5.26 billion.

Despite the vast majority of small firms (93%) taking steps to protect their business from digital threats, two thirds (66%) have been a victim of cyber crime in the last two years. Over that period, those affected have been victims on four occasions on average, costing each business almost £3,000 in total.

Cyber crime costs small businesses disproportionately more than big businesses when adjusted for organisational size. Currently the responsibility largely falls on small businesses to protect themselves. The FSB is calling for more support to be given to those smaller firms least able to bear the burden of the increasing global cyber threat.

Almost all (99%) of the UK's 5.4

million small firms rate the Internet as being highly important to their business, with two in three (66%) offering, or planning to offer, goods and services online. Without intervention, the growing sophistication of cyber attacks could stifle small business growth and in the worst cases, close them down.

The FSB is calling for more support to be given to those smaller firms least able to bear the burden of the increasing global cyber threat.

Mike Cherry, FSB National Chairman, said, "The digital economy is vital to small businesses, presenting a huge opportunity to reach new markets and customers, but these benefits are matched by the risk of opportunities for criminals to attack businesses. Small firms take their cyber security responsibility

very seriously but often they are the least able to bear the cost of doing so. Smaller businesses have limited resources, time and expertise to deal with ever-evolving and increasing digital attacks. We're calling on government, larger businesses, individuals and providers to take part in a joint effort to tackle cyber crime

and improve business resilience."

The types of cyber crime most commonly affecting small businesses are phishing e-mails (49%), spear phishing e-mails - e-mail that appears to be from an individual or business that you know but isn't - (37%), and malware attacks (29%).

The FSB report also found room for small firms to improve security. Currently just a quarter of smaller businesses (24%) have a strict password policy, 4% have a written plan of what to do if attacked online, and just 2% have a recognised security standard such as ISO 27001 or the government's Cyber Essentials scheme.

Mike Cherry added, "Small firms are understandably focussed on building their businesses and creating the jobs which drive economic growth. The vulnerabilities of the digital world affect everyone and the responsibility for improving resilience should not be left to the group with least resource to do something about it. Security is important, but given that an element of risk will always be present when operating online, resilience must also be championed. Without a concerted effort to reduce cyber crime and improve resilience, small businesses could be at real risk."

The FSB is calling for a significant simplification and consolidation of cyber security information provided by the government. The National Cyber Centre should become the hub for this, providing a one-stop-shop for advice and guidance for all small businesses alongside a determined marketing effort to ensure businesses are aware of it.

There should also be better incentives for small businesses to encourage them to invest in cyber resilience measures and adopt best practice when it comes to increasing their cyber resilience.

The law enforcement response to cyber crime must be improved at the local, regional, national and international levels. There must be more investment by the government in law enforcement resources to effectively tackle cyber crime. Businesses should be encouraged to report every crime and they must be reassured that it will be taken seriously.

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CFTS experts on hand at IMHX

Free advice on how Thorough Examinations must comply with UK health and safety law will be provided by CFTS at IMHX.

Consolidated Fork Truck Services (CFTS) will be providing free advice to fork truck operators about Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) Provision and Use of Work Equipment Regulations (PUWER) at the International Materials Handling Exhibition IMHX in September.

The regular Thorough Examination of fork lift trucks is a legal necessity for all companies operating industrial vehicles, yet, according to CFTS, not all truck inspections guarantee your truck is complying with the law. CFTS Technical Managers Shaun Prendergast and Matthew Kennedy will be on hand throughout the show offering advice.

"Fork lift trucks must comply with regulations set out in LOLER 98 and PUWER 98 statutes," said Shaun Prendergast. "While LOLER covers the truck's lifting components, PUWER covers vital elements of the truck, including brakes, steering and much, much more. While Thorough Examinations traditionally check masts and chains under LOLER, not all meet the stringent PUWER criteria. Neglecting to check these critical components can be dangerous business for your staff ... and your business. As well as increasing your accident risk, you could be in danger of serious

legal ramifications. So, if you're at all unsure of your compliance, pop along to the CFTS stand so we can look at your current provisions."

The CFTS stand will also welcome the more than 450 companies

"In recent months, we've significantly enhanced the scheme. It's more robust than ever before and, for the companies we work with, it's easier to administer."

Mike Mathias

currently accredited to its Thorough Examination Scheme. "In recent months, we've significantly enhanced the scheme," said CFTS Chairman Mike Mathias. "It's more robust than ever before and, for the companies we work with, it's easier to administer than ever before. So come along to find out about our latest developments."

IMHX is on 13-16 September at the National Exhibition centre (NEC) in Birmingham. CFTS will be on stand 11M35.

The 'Voice of the Logistics Industry' at IMHX



One of the attractions at the forthcoming IMHX Exhibition (NEC, Birmingham, 13-16 September) will be the United Kingdom Warehousing Association (UKWA) Pavilion in Hall 9 that will showcase the products and services offered by UKWA's members and associate members.

UKWA is constantly introducing significant new member benefits and services designed to help members grow and succeed in a fast-moving, rapidly changing and increasingly competitive marketplace. Key UKWA personnel will be present throughout IMHX to discuss recent and future initiatives.

The UKWA Pavilion will feature a number of exhibition stands set out around a business networking

area. Companies exhibiting as part of the Pavilion include: The Rack Group; AMH; Total Logistics; Gideon Hillman Consulting; SEC; Filplastic; Lenze; Indigo Software; DAI and Harting.

UKWA members who are keen to exhibit at IMHX 2016 within the UKWA Pavilion should visit www.ukwa.org.uk for up to the minute information on stand availability.

With over 650 member companies, UKWA is the 'Voice of the Logistics Industry'. It is the UK's leading trade association dedicated to the third party logistics sector, and its members control in excess of 100 million square feet of warehousing space from over 2,000 locations across the UK.

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INSIGHT: HOW WILL BREXIT AFFECT MOVERS?



Will Brexit mean *Highway to Hell* or

Tony Richman gives his thoughts on the Leave vote and its effect on the UK moving industry.

I voted to remain. Am I angry with those who voted to leave? No – but I am angry with all of those who called for and allowed a referendum. The complexities of our membership of the EU were always greater than our individual

Please - friends from all over Europe, from all over the world – do not accept for one minute that the majority of us Brits are tarred with such hate or ignorance.

knowledge of such matters – a sentiment very well summarised in *The Mover's* editorial leader (issue 063, June 2016). A vote of such monumental importance should have been taken by the elected representatives of our country together with all the expertise they can call upon in such matters.

I am also angry with the 'whoppers' we were all fed, from both sides, in the lead up to the vote and how we have now witnessed the main instigators running for cover and distancing themselves from the mess they have caused – leaving us with yet more egotists fighting for power and pulling the rug from under each other's feet. Then we were subjected to the deplorable antics and opinions expressed by Nigel Farage in the European Parliament – he has got what he wanted but was it necessary to sink to the gutter level by trying to distance our country from our allies in such embarrassing ways. Please - friends from all over Europe, from all over the world – do not accept for one minute that the majority of us Brits are tarred with such hate or ignorance.

Am I personally worried about the future? Of course I am – I am a pensioner and have no idea how the future economy will pan out during my time left in this world – I am a father and a grandfather and I fear for the future prospects for my

family, their jobs, their mortgages and indeed their security. I fear for the future of our nation. We live in very difficult times and becoming insular and self-centred has not been what has got us the respect, from people all over the world, which we have had up until now. I hope we can find a way to regain that trust, especially with our closest neighbours and allies here in Europe.

Do I class myself as an expert? No – but I have had 50 years running my own removal company mostly specialising in European work. I served on practically every committee of the BAR and its predecessors over a period of more than 40 years. I was the longest ever serving member on the Board of Management and spent more than 20 years, mostly on a voluntary basis, representing BAR in FEDEMAC and eventually served as president of FEDEMAC for a four-year period before taking over from professional lobbying agencies to represent our industry. It was always a problem



On the sunny side of the street for movers?

specifying what laws we stopped, although there were indeed a number. The benefit of lobbying within was to win amendments and concessions to proposals that would otherwise have been disastrous for our industry had we not been in there, fighting for our corner, explaining to bureaucrats the differences between movers and general transporters and what would be best or unacceptable to our customers. Had we been out of the EU we would have found matters much more difficult.

The result of the referendum, as we all now know, was carried by numerous votes against matters that are only partially connected with the EU or not at all.

I'm not one to say "I told you so" – indeed, I sincerely hope that in the long term, success for our country and its people can be salvaged from the hurdles that now face us all. But I do believe that matters will get worse before they get better and the recovery could take many years.

So how do I see the future for the

removals and transport industry for UK operators in the aftermath of the vote for Brexit? Knowing what will happen, should Britain leave the EU, is very much like sticking your finger in the wind and predicting the weather for the next decade.

The transport sector is a diverse and wide-ranging part of the British economy. While there are parts that conduct business solely within Britain, every part is, in some way, affected by our membership of the EU.

Britain's access to the free market has been a key factor in the rise of low-cost British carriers over the last 20 years, with the industry benefiting from low labour costs and the ability to operate anywhere in the EU. I'm old enough to remember when trucks had to be craned on and off boats before RoRo ferries were introduced, where a six volet TIR Carnet was needed even to transport goods from the UK to Belgium and a 14 volet TIR Carnet for other destinations. There were tryptiques for trailers, bilateral

and multi-lateral permits to travel to or across another country, ATA carnets for temporary exports, AA International Driving licences, Green Card insurance, Bail Bonds and Visas for drivers and crew members. These are just some of

Knowing what will happen, should Britain leave the EU, is very much like sticking your finger in the wind and predicting the weather for the next decade.

the hurdles we had to jump, there were many more. Nobody is suggesting that we will return to such a degree of red tape but it is likely that customs clearance formalities will be introduced such as those that apply today for moves to and from Switzerland.

continues over

INSIGHT: HOW WILL BREXIT AFFECT MOVERS?

● The European Banking Authority is readying itself to move out of London.



continued from previous page

The T-Form system (S.A.D) will probably continue to apply but we may well find that vehicles have to be sealed from the UK to the European country of destination or vice versa making it very difficult for groupage operators or those wanting to deliver a part load, say, in France en-route with a main load to Spain.

I doubt very much that transport laws in the UK will be eased. Operating large commercial vehicles has never been looked upon favourably by any UK government, no matter what colour!

I fought for many years to try to simplify the documentation requirements for moves from countries outside the EU into the EU to take place in any one of the EU countries, thereby allowing free uninhibited onward transport to the EU country of final destination. Are we now likely to see all the complexities of obtaining residence permits, work permits, rental agreements, bank guarantees and inventories legalised by the relevant embassy/consul before moves such as those from the UK to Spain or other EU countries can take place, with the added delay of several hours or even days at the final customs clearance point?

Many operators blame the EU for the many laws and legislation requirements that apply to transport operators throughout Europe, even if only involved in national

moves/traffic. I doubt very much that transport laws in the UK will be eased. Operating large commercial vehicles has never been looked upon favourably by any UK government, no matter what colour! If anything, we will still be required to abide by all EU laws for transport to operate into or via EU countries but without the clout to speak up or seek concessions or compromises for ourselves.

On the plus side, the mess over the practicality of paying VAT on moves between EU countries, which I lobbied about for many years, could disappear as we may revert to a VAT zero rated situation for international moves between the UK and other EU countries.

We may also see an increase in the number of moves from and to the UK – a situation often witnessed before in UK national elections and depending upon whether the ‘blues’ or the ‘reds’ won. But on the other hand is our industry going to suffer as a result of future limitations on the free movement of people?

We have witnessed the early effect upon the value of Sterling which makes tolls, fuel, etc., much more expensive when crossing Europe but the Stock Market has weathered better than expected, much as a result of the stimulus made by the Bank of England. The European Banking Authority is readying itself to move out of London, to be followed by staff from a number of financial houses, and Dublin, Frankfurt and Paris are already rolling out PR campaigns that target the biggest banks. Will the global giants such as Royal Dutch Shell, Unilever and HSBC choose to move their place of listing

away from London? So, perhaps more opportunities for movers during such a period.

However, the value of commercial property and the risk of investing in such property has already been seriously affected which may also have implications for removers in relation to their balance sheets and organising of loans and overdraft facilities.

Our future will depend on how the UK parliament and the EU react to the result of the referendum and subsequent negotiations. It is a time for level heads, business-like negotiations: not threats, gloating or name-calling!

Negotiating either a customs union or bilateral agreement with the EU would likely precipitate more far-reaching change, in particular because it is likely that all or some of the fundamental treaty freedoms would cease to apply.

UK trade associations, including the BAR, now have to work hard to pull their memberships together. In-fighting will only make matters and negotiations more difficult.

Then, we face the problem of keeping our United Kingdom united. Any weakening here would make each ‘kingdom’ a much smaller fish in a global sea.

For more than a century movers in the UK have united within their association or associations to become ‘stronger’ and to have a more influential voice. The BAR is at present a full member of FEDEMAC but will this status have to be changed to ‘Associate’ in the future? Our UK trade associations and Chambers of Commerce will have an important role to play as developments take place if we are to ensure that the UK remains an important player.

For now, we have to wait to see if and when the UK government will serve notice under Article 50 of the Treaty on European Union. Negotiations thereafter are likely to be spread over a number of years – which prolongs the period of political and economic uncertainty.

Operators cannot afford to be complacent or just sweep matters under the rug in the hope that nothing will change.

The successful operators for the future will be those that plan carefully leaving themselves room to adapt, if need be, for changes along the way. Keep calm but alert: panic only causes pain and rash decisions. Equally, adopting a mantra of ‘pretending it didn’t happen’ will not be the remedy for the future.

I wish you all ‘good luck’ for the future and the turbulent years ahead. Above all, I hope we maintain good relationships with our colleagues throughout Europe and the world and that we avoid sinking into an inward thinking, arrogant or insular nation. This has not been our way in the past and we need to reassure our allies it will not be in the future.



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NEWS: UK

Burke Bros Moving Group expands international department

Burke Bros Moving Group in the UK has expanded its international team and moved to new offices. Jackie Bowes and Dawn Allen are the most recent additions.

Jackie has worked with Burke Bros previously in the international department. She has extensive experience of co-ordinating exports and returns to the company as import and export co-ordinator. Jackie commented: "I'm really looking forward to renewing old connections between Burke Bros Moving Group and international agents and to building new relationships." Dawn Allen also brings strong administrative experience to her role within the department.

The expansion and move of the department will serve to better support the international team as they deal with the increase of export and import international enquiries from the public and international trade colleagues. The team will also be better placed to deal with



● Jackie Bowes.



● Dawn Allen.

impending changes to regulations and legislation concerning the logistics of international shipping.

Gary Burke, Managing Director of Burke Bros, commented: "Changes to regulations will make the household goods shipping industry

more problematic." He added though that the additional investment would ensure that the company was best placed to deal with these changes as they arise.

The regulation changes are the new amendments to the SOLAS

regulations that require every container shipped to have a Verified Gross Mass (VGM) and the changes in regulations concerning clearance of import consignments of household effects applying for Transfer of Residence (ToR) relief. These changes will mean that any groupage containers coming into the UK containing consignments for other EU Member States have to now be cleared by that customs

"Changes to regulations will make the household goods shipping industry more problematic."

Gary Burke

authority in the country in which the goods are to be used. "This means that we have to advise our overseas agents on the best way forward when handling international moves into the EU Member States via the UK," said Gary.

Knee-high vans for Whites

White and Company has recently taken delivery of six new, knee-high, air-suspension vans. The vehicles were all provided by Trucksmith in Devon and have an 18cu met capacity. They will be used at the company's depots in London, Edinburgh, Leeds, Harrogate and Winchester.



● White's new knee-high vans.



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UK logistics trade mission to China

The United Kingdom Warehousing Association (UKWA) is organising a trade mission to China and Hong Kong for the UK logistics industry.



● Hong Kong.

The five-day trip, which takes place this October, includes a stand within the dedicated UKWA Pavilion at the China International Logistics and Transportation Fair (CILF), site visits, business matching meetings and a number of networking dinners and other high profile receptions.

Translators will be provided throughout to ensure that delegates can communicate clearly with the contacts they make.

The CILF is held in Shenzhen on 12-14 October, and this year the China International Internet and E-Commerce Expo will run alongside it. An annual show, the fair attracts many thousands of visitors from across China and the Far East.

The price of taking part in the mission is £7,495 plus VAT while members of UKWA qualify for a 20% discount, bringing the cost down to £5,995 plus VAT.

"This trade delegation offers wonderful opportunities for UK

logistics service providers who are seeking to capture the huge opportunities opening up in the Far East, with a significant growth of trade in both directions," said UKWA's CEO, Peter Ward.

"Today's technology has empowered a new breed of consumer, and China has 750 million of them now capable of shopping worldwide. The Chinese logistics industry is poised for major growth over the next five years and is expected to be worth \$450 billion," said Ward.

"In China logistics is the new retail, and it won't be long before these new players bring their models to Europe, and will be looking for partners to provide fulfilment and distribution services here," he added.

● For further details please contact UKWA's CEO Peter Ward by e-mail: pward@ukwa.org.uk, phone: 0207 636 8856, or visit www.ukwa.org.uk.



● One of PHS Teacrate's new Maxi-Low vans.

New smaller vans for PHS Teacrate

Crate rental specialist PHS Teacrate has added five 3.5-tonne Maxi-Low vans to its fleet.

The new vehicles, which sport the company's new livery, were chosen for their easy loading, manoeuvrability and ability to negotiate narrow city streets.

Terry Shields, PHS Teacrate's Regional Operations Manager said, "We have opted for the 3.5-tonne Maxi-Low to allow more manoeuvrability in city centre loading areas, as well as easier

parking. It's an environmentally friendly vehicle which we have adapted to fit our operations as well as our customers' needs, with safety aspects such as folding ramps. These new vehicles provide such an advantage over HGVs, and so many different options for both rural and urban environments."

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TRANSPORT: THE BREXIT EFFECT



● Fleets can expect interesting times ahead as a result of the Brexit vote, according to Fuel Card Services Group's Steve Clarke.

Fleet operators should look for bargains after Brexit vote

The vote has been counted, the UK will be leaving the EU and this has a range of implications for anyone managing vehicles.

With the poll being split 52/48 and representing a clear mandate for the government, long-term changes are inevitable.

Steve Clarke, Fuel Card Services Group Marketing Manager, said: "At any time of economic difficulty, there are suppliers who cave in to short-term pressures, which means good deals for their customers. This is as true in the fleet market as anywhere else."

"Right now, it could be worth watching for signs of panic selling by nervous suppliers facing short-term stakeholder pressures."

Steve Clarke

"Although 94% of UK firms do not trade with the EU, everyone's projected whole-life vehicle costs will rise in the very short term," said Steve. "Sterling's fall effectively raises UK prices for fuel which will be reflected at the pumps in the coming days and weeks. It also hits

anything else sourced from overseas and there may have to be temporary duty and tax rises. In the mid to long term, history shows that markets always stabilise. The key difference between the current exchange rate crisis and any previous difficulty is that this one was anticipated."

His view is supported by Mark Carney, Governor of the Bank of England, who said: "We are well prepared for this. The Treasury and the Bank of England have engaged in extensive contingency planning. The Bank will not hesitate to take additional measures ... supported by a resilient UK financial system, one that the Bank of England has consistently strengthened over the last seven years. The capital requirements of our largest banks are now ten times higher than before the crisis. The Bank of England has stress tested them against scenarios more severe than the country currently faces."

Mike Hawes, Chief Executive of the Society of Motor Manufacturers and Traders, said: "Government must now maintain economic stability and secure a deal with the EU which safeguards UK automotive interests. This includes securing tariff-free access to European

and other global markets, ensuring we can recruit talent from the EU and the rest of the world and making the UK the most competitive place in Europe for automotive investment."

Steve Clarke said: "Although only 6% of British firms trade with the EU, the immediate impact and enduring consequences will affect everyone. Fleets can expect interesting times ahead and it is hard to see how fleet managers should prepare. Right now, it could be worth watching for signs of panic selling by nervous suppliers facing short-term stakeholder pressures. Those with funds available for investment may be able to find some real bargains."

"Although the referendum result is clear," he said, "there remains a great deal of uncertainty. We know only that change is inevitable, without having a timescale. Britain will look the same next week as it did yesterday, but it may be a very different place in a few years' time. All that we can do is to watch, analyse and make the best practice recommendations that will most help our customers."

● Fuel Card Services advice to fleets following the referendum can be found at <http://ow.ly/F8mO301FIzN>.



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GSF says unjustified VGM charges are unacceptable

The Global Shippers' Forum has said that there is no justification for carriers and terminal operators to apply any charge for a shipper making an accurate VGM declaration under the new SOLAS regulations that came into force on 1 July, 2016.



● New VGM rules are being exploited for profit.

Regrettably, however, it appears that some carriers and other 'service providers' appear to be exploiting the introduction of the new VGM rules by imposing exorbitant and unjustified charges for questionable and unspecified 'administration fees' and other 'services'.

The GSF is calling for those charges to be withdrawn immediately. The GSF is currently examining the following examples provided by

members and will be taking them up with the service providers:

- **China:** The global forwarding company Kuhne + Nagel is charging a VGM administration fee for all K+N shipments booked in China - specifically US\$12.75 for full containers if shippers are using the K+N electronic VGM system, or US\$25.00 for manual data entry.

Similarly, OOCL Logistics have announced that they will be charging a Verified Gross Mass (VGM) administration fee of US\$15 per

document for all exports from China.

- **Nigeria:** The logistics and shipping firm Grimaldi Agency Nigeria have notified customers that they will weigh containers on departure at a cost of N20,000 per 20 foot container and N40,000 per 40 foot.

- **Sri Lanka:** GSF members have advised that shipping lines are considering charging shippers US\$25 for submitting the VGM, and, in cases where the final weight differs from the booked weight, an additional charge of US\$50 for amending the VGM.

- **UK & Ireland:** The ports group DP World, which owns both Southampton and London Gateway ports, impose a £1 charge for VGMs provided prior to arrival (rising to £3 after box arrival but before 24 hour cut-off).

Chris Welsh, GSF Secretary General, said: "Shippers worldwide support the safety goals of the container weighing requirements and are committed to fulfilling their regulatory requirements, but this should not be used by supply chain partners as an excuse to impose unjustified fees. This is particularly concerning for developing countries, especially in Africa and Oceania, which according to the United Nations Conference on Trade and Development (UNCTAD) pay 40 to 70% more on average for the international transport of their imports than developed countries."



● NATO headquarters.

OMA to move NATO

Office Moving Alliance (OMA) has been appointed to project manage and deliver the relocation of NATO's Headquarters in Brussels.

Pickfords is the UK member of the Office Moving Alliance; it collaborated with fellow members Mondial Movers from The Netherlands and AMT Transfer from France during the formal bid procedure.

The iconic NATO HQ building in Brussels will move to a new purpose built premises across the boulevard from the existing site. The move is planned to take place in 2017 and will see the relocation of around 4,000 staff.

NATO considered proposals from a number of potential suppliers and followed a rigorous selection process before appointing the OMA consortium to manage the contract.

Russell Start from Pickfords Business Solutions said: "We are delighted to have been appointed following the selection procedure. NATO will be able to draw on the considerable experience and expertise of our project teams to manage the relocation."

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● www.ttclub.com/loss-prevention/container-weighing/tt-club-briefings/.

Guidance on implementing SOLAS

On 1 July, 2016 the amendments to the SOLAS (International Convention for the Safety of Life at Sea) regulations came into force requiring all shippers to provide a Verified Gross Mass (VGM) for each container.

To help shippers a collaboration of authoritative organisations - the World Shipping Council (WSC), the TT Club, the International Cargo Handling Coordination Association (ICHCA), and the Global Shippers' Forum (GSF) - have jointly released a second Frequently Asked Questions (FAQ) document.

As with the initial joint industry FAQ document, published last December, these new supplementary FAQs are based on actual questions from affected stakeholders regarding proper implementation of the new regulations. The supplementary FAQs include new questions and answers as well as expanded answers to some of the questions listed in the December FAQs. As such, these FAQs do not introduce new interpretations or approaches, but seek to provide further assistance in explaining the SOLAS VGM requirements by building on existing guidance material.

Some of the supplementary FAQs explain in more detail how the SOLAS container verified gross mass requirements should be fulfilled in various circumstances as described in questions received from supply chain parties. Other supplementary FAQs are intended to give additional information regarding the two methods that may be used under the SOLAS VGM requirements to



obtain the verified gross mass of a packed container.

Shippers are urged to continue to approach any of the collaborating organisations with additional questions if necessary. Contact details of subject-matter experts from each of the organisations can be found at the end of the FAQs document.

Container safety is a shared responsibility, and all parties have an interest in improving the safety of ships, their crews and others throughout the containerized supply chain while reducing the risk of damage to cargo.

The FAQs document can be accessed at:

- www.worldshipping.org/industry-issues/safety/faqs/;
- www.ttclub.com/loss-prevention/container-weighing/tt-club-briefings/;
- <http://ichca.com/download/verified-gross-mass-industry-faqs-june-2016/>;
- <https://www.globalshippersforum.com>.

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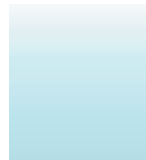
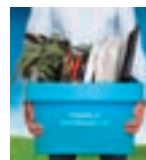
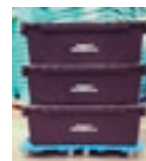
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REPORT: BAR CONFERENCE 2016



BAR Conference 2016 a sell-out success

This year's BAR Conference held at the Pullman London Hotel, 19 – 21 May, managed to maintain the successful tradition of an all-round,

Tickets sold out well before the conference started and BAR members, international associates and affiliates arrived in the city ready for a weekend of stimulation, networking, learning with other industry professionals, and of course socialising. Keynote speakers included entrepreneur Melanie Bryan OBE DL who emphasised that companies' ethical behaviour has a positive effect on the bottom line, and five-times Olympic swimmer Mark Foster who gave a highly motivating talk to delegates.

Industry-focussed topics covered during the business sessions included a presentation on the BAR's development strategy, its new training offer for BAR members, vehicle security, pensions auto enrolment, employer mediation and trading standards advice. There were also specialist workshops on commercial moving and overseas moving as well tips for dealing with inspections and audits.

Those attending came away with some great ideas for business development by taking up the opportunity to network with old contacts and friends and getting to know the event sponsors and exhibitors. Golf, a Thames lunch cruise and a bus tour provided key times to network and enjoy the sights of London.

The BAR Conference is traditionally very much a social event and this year was no exception. From the welcome evening with drinks and jazz entertainment, to the party night at Madame Tussauds and the gala dinner and awards ceremony on the final evening, delegates could not help but enjoy themselves. Over the two days, the BAR community also raised a fantastic £5,500 for the Removers Benevolent Association.

London 2016 certainly exceeded all expectations – next year the BAR Conference will be held in the dynamic Welsh capital of Cardiff. The city is renowned for its history and culture, spectacular architecture, and top restaurants and shops. Cardiff also has excellent transport links – both in terms of getting there and moving around the city. The Association looks forward to welcoming delegates both old and new to what promises to be another great event.

The BAR 2016 Award Winners

Domestic Mover of the Year

Kilmarnock Removals (International) chalked up another accolade taking the BAR Domestic Mover of the Year award.

Kilmarnock Removals Managing Director Matt Campbell said, "To win Domestic Mover of the Year 2016 outright is a dream

come true." Kilmarnock Removals was also a finalist in the Overseas Mover of the Year competition. The company was founded in 1976 and is a long-standing BAR member as well as being a member of the Commercial Moving Group and the Overseas Group.

Matt Campbell acknowledged that the company's success is due to strong teamwork. "The award is testament to the dedication and hard work of a very loyal workforce and it is their skill and expertise that is being rewarded. Overall, they make my life very easy." He also paid tribute to fellow Director Audrey Smillie for her unstinting efforts to both maintain and push forward the company's high standards of quality across the board.

Commercial Mover of the Year

Belfast's Delivery Services & Storage Ltd won the prestigious title of BAR Commercial Mover of the Year.

Peter Best from Delivery Services & Storage said, "We are delighted to have won the Commercial Mover of the Year for 2016. It's testament to the hard work put in by all our staff over the past 12 months. To have won this award twice in five years helps to set us apart in what can be quite a competitive industry. We would also like to take the opportunity to

REPORT: BAR CONFERENCE 2016



● From far left: a business session in progress; Mark Foster addresses the conference; Melanie Bryan; London bus tour; Thames lunch cruise.

high quality annual event.

“The award is testament to the dedication and hard work of a very loyal workforce and it is their skill and expertise that is being rewarded.”

Matt Campbell

thank all the BAR staff in Watford and the member companies for all their help and support throughout the year, and of course the BAR organising committee who put on a wonderful conference this year in London.”

Delivery Services was founded in 1974 by Seamus Slevin as a piano and art moving specialist. The company developed its services through the 1990s to become one of Northern Ireland’s leading commercial relocation specialist with particular emphasis in the financial and education sectors. In 2001 the company changed ownership and has enjoyed huge growth in the commercial sector with project managers focussing on intelligent move management. This approach

helped the company win some of Ireland’s largest relocation contracts, including the Bank of Ireland’s Belfast headquarters and CiTi Gropup’s flagship Gateway Building set in the heart of the Titanic Quarter.

This is the second time Delivery Services & Storage Ltd has won the CMOTY award having been a finalist in the competition three times within the last five years.

Overseas Mover of the Year

White & Company, a finalist last year, beat off a strong field this year to win the BAR Overseas Mover of the Year award. CEO Ian Palmer said, “I am delighted to have received this award on behalf of White & Company and pleased that our on-going commitment within the removals industry has been recognised.”

White & Co has been operating since 1871 and has grown steadily in recent years so that today it has 16 branches across Great Britain and the Channel Islands, as well as offices in Germany and Spain. Employing more than 500 staff, the company has 17 storage locations with storage capacity of around 130,000m³, and a fleet of more than 240 vehicles. Clearly delighted with the award, Ian Palmer continued, “These are exciting times for the company as we are growing



● BAR award winners, from the top: Domestic Mover of the Year winner, Kilmarnock Removals (International); Commercial Mover of the Year winner, Delivery Services & Storage Ltd; Overseas Mover of the Year winner, White & Company.

our modern fleet of vehicles, increasing the number of branches across the UK, and most importantly investing heavily in staff training with an extensive training programme.”

Report and photos courtesy of BAR.

NEWS: INTERNATIONAL

Confusion as Movinga's founders resign

As we go to press there is still very little hard information about the future of online moving company Movinga following the resignation of its founders Bastian Knutzen and Chris Maslowski in June.



● Bastian Knutzen and Chris Maslowski.

However, according to a report in the German press the company has shed around a quarter of its 500 strong workforce and has ceased operations in the UK and Italy.

In the March issue *The Mover* reported on the extraordinary case of the German-based start-up which obtained US\$25 million in funding from venture capitalists and claimed to be Europe's fastest growing removals company. Movinga launched in the UK in September last year and according to Bastian Knutzen - in an interview with *The Mover's* Editor Steve Jordan - was carrying out 1,000 moves a month.

German website Gründer Szene (Founder Scene) published a quotation attributed to Bastian Knutzen where he said: "This has not been an easy decision and probably is the hardest decision we have ever made in our lives. The

biggest mistake we made was scaling too quickly. We were fully on fire to bring the moving industry to the next level. It is a complicated service and we have underestimated some of the challenges."

Movinga's revolutionary business model is online-based and relies on its customers providing key information about their move via the Movinga website, following which a quotation is submitted for the job. Once the quotation is given and accepted by the customer the price is fixed and Movinga guarantees that no additional charges will be made. Unlike most removal companies, payment is not due until 24 hours after the move is completed.

The company uses what it claims are carefully selected partner companies to carry out the moves often using spare capacity to accommodate part loads and avoid empty or partly full runs. However,

The Mover has been contacted by several disgruntled moving companies from various parts of the UK saying they have been undercut by Movinga, only to find the customer has been let down on moving day and been forced to make other arrangements at short notice.

In our interview with Bastian Knutzen last March he was not - for contractual reasons - able to name the subcontractors appointed by Movinga and at the time of going to press it is not known if any moving companies have been adversely affected by the decision to cease operations in the UK and Italy. Under the terms of their supplier agreement subcontractors are not allowed to talk to the press without obtaining permission from Movinga. This could be one reason why there is so little hard information being circulated.

We have asked Movinga to clarify the situation on several occasions since the resignations were announced, but at the time of going to press no official statement has been received.

Meanwhile the gossip and rumours continue.

Editor's note

It was obvious to anyone with direct knowledge of the industry that the Movinga model was one that would be hard to make work long term. That said, this does seem to be the trend and there are many other companies trying to make similar systems work. Although Movinga seems to have had a setback, this type of competition to the traditional moving industry has not gone away.



● Antonio Tremols.

PAIMA appoints new executive director

The Pan American International Movers Association (PAIMA) has appointed Antonio Tremols as its executive director, replacing Michelle St Cyr who previously held the position. He is based at PAIMA's headquarters in Fort Lauderdale, Florida.

Antonio was born in the USA and grew up in South and Central America, moving many times as his father's career as an executive with the Du Pont company took the family to various countries including Brazil, Guatemala, Columbia and Ecuador. Later Antonio followed in his father's footsteps and was responsible for marketing Du Pont products internationally during 20 years with the company.

"I've lived and worked in lots of countries throughout my life and the experience has helped me understand the diverse cultures that exist around the world. I think that's very important in international business," said Antonio. "I am very excited to have the opportunity to be the next executive director for PAIMA. I believe my international upbringing, coupled with my international business experience and multicultural background, positions me to be a great fit for the PAIMA executive director position."



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INTERVIEW: DENNIS WESTERHOLM AND SARA LYRUM KRONKJAER

SHINING STARS



INTERVIEW: DENNIS WESTERHOLM AND SARA LYRUM KRONKJAER

The Mover has frequently interviewed luminaries from the industry who have provided their unique insight into the developments that made the industry what it is today. By contrast, here two of the industry's shining stars, Dennis Westerholm and Sara Lyrum Kronkjaer, both of Alfa Quality Moving, give their thoughts on the rapidly changing industry and what the future might hold.

Dennis Westerholm is managing director of Alfa Quality Moving in Finland, it is a branch of the Swedish parent company set up in 2006 by Dennis and his business partner Beik Leka. Sara Lyrum Kronkjaer has been in the moving business in Denmark for 20 years, first with Aspire Mobility and, for the last three years, with Alfa Quality Moving and Relocation.

Dennis said that the relocation market in Finland had been late to mature. "There are still some difficulties in some more traditional industries because they won't release the work to us," he explained. "It's happening but it's slow. Customers have large HR departments and like to control things themselves. But eventually we know that must change. They will have to release these HR functions because we can do it faster and more economically than they can. We can already see that in Denmark and Sweden so I believe we are doing the right thing by taking on the consultancy role."

Indeed in Denmark Sara said that the market has moved much faster. "Customers have changed dramatically," she explained. "Before we spoke about moves and trucks and airfreight and storage. Three to five years ago it was still relocation services, home search and settling in but now, in our part of the world, they just want to know about our immigration services."

Both Dennis and Sara agreed, however, on the next big threat to moving companies. Having taken on the relocation companies, either at their own game or as a supplier to them, the next problem was the tax consultants.

"The big accounting companies are in touch with the corporate accounts first because they are providing them with taxation services," said Sara. "Not many of us are doing tax services. Our competitors, therefore, are suddenly completely new: they have global branding and they know about relocations before we have the slightest idea."

Sara said that the consultancy companies expanded into providing immigration and relocation services about eight years ago. They were already providing tax and social security services and saw the opportunity to expand. "Unless we start to hire global accountants it's really difficult to compete with that because

they have knowledge that we don't have. I don't think we would want to get into this side of the business but you never know what our industry will be doing in three to five years."

Dennis agrees. "When a big global company in Finland goes for a tender the biggest challenge is for us to be able to provide this tax consultancy service and all that comes with it. It's a totally different ballgame." Despite this Dennis believes that companies should not forget about their roots. "We still think of ourselves as movers and that's nothing to be ashamed of; a lot of our turnover is still coming from international moving. But there are challenges with profitability, margins and controlling costs so we know the market is changing and we need all these other services to develop the company. We can't just sit back and wait and see what happens otherwise we will lose our accounts to these companies."

"Three to five years ago it was still relocation services, home search and settling in but now, in our part of the world, they just want to know about our immigration services."
Sara Lyrum Kronkjaer

Dennis also points out the trend towards companies providing their assignees with a budget to spend as they wish on their relocation. This, in practice, switches a corporate customer into a private one. This puts much greater demands on the service provider to be easily found on the Internet and to provide the type of services these customers want. "Our Ministry of Foreign Affairs has already done this," he said. "Of course we want to take care of everything for our customers, but when people are spending their own money we might need a different, more modular approach. We need to be more flexible and allow people to pick and choose the services they need."

The motives for people to move have changed too. No longer are they going on long-term assignments or emigrating. "People now move more rapidly between

continues over

INTERVIEW: DENNIS WESTERHOLM AND SARA LYRUM KRONKJAER



continued from previous page

companies, countries and industries," said Dennis. "People are moving for the experience of doing it. It doesn't seem such a big step as previously. They don't seem to bother about leaving because they can always come back again. The world is a smaller place and better connected than in the past. That's a major difference. It's very difficult to look three to five years ahead but it seems that from being totally focussed on corporate accounts we now need to focus more on the private side."

"People are moving for the experience of doing it. It doesn't seem such a big step as previously. They don't seem to bother about leaving because they can always come back again."

Dennis Westerholm

Today everything is available online. Everything, therefore, moves very quickly. It's noticeable that, quite independently, both Sara and Dennis talk about three to five years as being a period into the future that is virtually impossible to predict. In the old days managers were encouraged to make five-year plans and would have been confident in predicting even further ahead. Now, nobody has the slightest idea what the market will be like in the future.

Sara said that for her, the key to working in this fast-moving environment was to listen carefully to customers. "Things are going so fast and unless you are keeping up and finding solutions for your customers, such as booking online and the securing of data to help them manage their future needs, you are going to get left behind. You need to be seen more as a strategic partner to your corporate accounts than as a vendor."

"The next big thing is data security," she said. "We need to make sure that personal data is managed properly. When I started in the industry it was about boxes, materials and packing; now nobody wants to hear about that. Nobody cares."

She said that companies need to realise that it might soon be impossible for a company to survive by providing moving services alone other than as a supplier to the bigger players. "I doubt that they will have their own corporate accounts, their own power or even be able to control their own destiny."

The other big change is the use of smartphones. Sara said that for most young people their phone is their life.

There are now apps that will allow almost anything to be done on a mobile including many of the functions of a relocation company. There is an irony here. It is just possible that the very technology that we hustle to keep up with might return the moving industry back to where it once was. It's getting close to the time when the only part of the moving process that a private, IT savvy customer can't do on their mobile, is the move itself. Perhaps, in years ahead, the moving industry will go back to basics.

Sara doesn't know, and says it would be a prospect that few would dare to say out loud but she concedes that history does have a habit of repeating itself. But, despite the uncertainties of the future, Sara is sure of one thing: "We need to think in a completely different way if we want to survive," she said. "A few years ago people would have swept it under the carpet and said it's not for us, but it is for us and it is here."

Anyone reading this who is approaching the end of their careers could be forgiven for treating it as science fiction. But for Dennis and Sara and many thousands like them, this is the reality they will have to deal with throughout their working lives. If we think technology has galloped forwards in the last ten years we can be assured that it will pale by comparison with the next ten, and that will be trivial by comparison to the ten that follows.

Today the world is almost unrecognisable from ten years ago. What it will look like in another ten is unimaginable.

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NEWS: INTERNATIONAL

Move For Hunger collects food at Jeep Invasion

On Friday June, 17 a team from Move For Hunger drove down the Garden State Parkway to Wildwood to attend the New Jersey Jeep Invasion where the organisation had held a food drive for each of the last four years.



● The Move For Hunger staff, volunteers, and Atlantic Coast Moving & Storage at the 2016 New Jersey Jeep Invasion.

The team included members of staff, volunteers (most of whom were joining for the second year), and the crew at Atlantic Coast Moving & Storage, all who collected donations throughout the two-day event.

Hundreds of Jeeps streamed onto the beach over the course of the weekend, and it seemed nearly all of them came loaded with boxes or bags filled to the brim with canned

goods. Some sent a passenger to deliver the packages as they queued up for a parking space. Many trekked across the length of the beach in the late-June heat carrying multiple bags in each hand.

"When all was said and done, we had collected over 4,650 pounds of food – a new record for Move For Hunger at the NJ Jeep Invasion," said Adam Lowy, the company's founder. "That's the equivalent of

3,875 meals to help the Community Food Bank of New Jersey – Southern Branch feed our South Jersey neighbours in need."

Meanwhile, 3,000 miles away, the team at Gentle Giant Moving and Storage of Seattle spent their Saturday at the Rock 'N' Roll Marathon and Half-Marathon. The crew rescued over nine tons of leftover food/beverages from the race and delivered them to the Rainier Valley Food Bank. On top of that, Gentle Giant's Kayla McCue competed in the half-marathon and raised over \$350 for Team Move For Hunger.

"I've been doing this for over seven years now, but watching so many people from so many different backgrounds come together to support a common cause never gets old," said Adam. "The collaborative spirit that was on display in both Wildwood and Seattle is what defines our programme. No matter how you choose to get involved, you can make a real difference in the fight to end hunger and reduce food waste."



LEZ for Brussels

The Brussels-Capital Region will implement a Low Emission Zone in 2018. Initially this will require diesel vehicles to be Euro 2 or better with the regulation becoming increasingly stringent up to Euro 6 for diesel and Euro 3 for petrol vehicles by 2025.

The scheme will cover the entire Brussels-Capital Region. Costs have not yet been advised.

Information courtesy of CLARS:
www.urbanaccessregulations.eu.



● The Canadian and United States teams from the 2015 Wayne Gretzky Classic.

Arpin International sponsors Wayne Gretzky Ice Hockey Classic

Arpin International Group has become the official international freight forwarder of the 2016 Wayne Gretzky Ice Hockey Classic and will help directly support the Stop Concussions Foundation.

This year Australia plays host to some of

North America's most exciting ice hockey players, including representatives from the National Hockey League, when USA takes on Canada in one of world sports' biggest rivalries. The five-leg series kicks off in Melbourne at Rod Laver Arena and will also tour Perth,

Adelaide, Sydney and Brisbane.

"At Arpin, we are beloved fans of hockey and frequently take to the ice ourselves to enjoy the sport with our friends and families," said Bob Sullivan, Senior Vice President of Corporate Accounts, Arpin Group. "It is a great honour to not only sponsor the Wayne Gretzky Ice Hockey Classic, but to help support efforts to reduce concussions, so everyone may keep enjoying this sport safely and responsibly."

As well as showcasing top quality ice hockey, the 2016 Classic will raise awareness and funds for the Stop Concussions Foundation in association with Nick Rushworth of Brain Injury Australia.

Brain injury kills more children than all other causes combined. 10% of all athletes in contact sports suffer a concussion and 19% of these are unreported. Brain injury is the greatest cause of disability under the age of 44.

As part of the sponsorship, Arpin will donate a portion of its signage and auction six tickets to raise money for the Stop Concussions Foundation. Arpin also shipped two Zamboni ice resurfacing machines from the US to Australia, wrapped in the Arpin International Group logo.



● The Arpin Strong Board, left to right: Kevin Amatucci, Board Member; Chris Kunzmann, Secretary; Mark Dearborn, President; Kathleen Frazier, Director of Marketing & Communications; Michael Killoran, Treasurer; Brian Asay, Vice President.

Arpin Strong Golf Tournament raises \$30,800 for charity

The Arpin Charitable Fund has announced that its third Annual Arpin Strong Golf Tournament, held at the New England Country Club in Bellingham, Massachusetts, has successfully raised \$30,800 for charity, 35% up on last year.

The goal of the Arpin Charitable Fund is to help those in need during natural disasters or when unfortunate circumstances arise through various fundraising activities throughout the year.

"Our aim is always to raise as much as possible for our designated charities," said Michael Killoran, Co-Chairman of the Arpin Charitable Fund Inc golf committee and chief financial officer of Arpin Group. "To realise a revenue increase of 35% in our third year hosting the Arpin Strong Golf Tournament is beyond any of our expectations. The continued outpouring of support from many of our business partners and friends is a testament that people really do care. Thanks to their generosity, we will be able to support that many more charitable organisations this coming year."

Of the funds raised, \$26,000 will be split equally in denominations of \$6,500 and donated to the following charitable organisations: Hope Hospice & Palliative Care of Rhode Island, Serve Rhode Island, The Tomorrow Fund and The Coalition Against Pediatric Pain. The remainder of the funds will be used

to promote other non-profit organisations and to continue with regular monthly donations to various charities.

"To realise a revenue increase of 35% in our third year hosting the Arpin Strong Golf Tournament is beyond any of our expectations."

Michael Killoran

Gold and platinum event sponsors were Arpin America Moving Systems, Atrion, Courtney International, High Relocation Worldwide-Korea, LGC+D, Mellor Agency, International Logistic Services Inc, KHZ International Movers-Netherlands, and Ross & Company.

The Fourth Annual Arpin Strong Golf Tournament has been scheduled for May 20, 2017 at the New England Country Club.

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New for the Movers & Storers Show: Britain's Strongest Removalist Contest



EVENTS: THE MOVERS & STORERS SHOW

This is a story about a great idea that very nearly didn't happen. About modern business, red tape and financial challenges. And about how if a group of people really, really want to make something happen, they probably can. By Charlotte Parslow of Animo Events, organisers of The Movers & Storers Show.

For two years now, Britannia Reeves of Petersfield have very kindly supported The Movers & Storers Show by running the very popular Packer of the Year Competition for us. It's our favourite show feature – a true test of one of the key skills needed for an efficient removals operation – and as such is always hotly contested and draws a sizeable crowd. The competition is run on one day of the show, so the space it takes up is vacant on the other day.

When we decided to move the show from Silverstone to Bruntingthorpe this year, we also took the decision to put the Competition Zone in the heart of the floor plan. It's a fantastic change that will create more spectators and more buzz in the hall, but we didn't want to end up with a big empty space in the middle of the show on day two.

We got excited because it would mean lots of new toys to play with, and the prospect of a truck pull would be spectacular. We got excited because it could allow us to get some brilliant press coverage for the show and the industry.

So we sat down with Britannia Reeves and started kicking around the idea of a second competition. We needed something visual, something that would test some of the key skills needed in the removals game, and something that could potentially get the industry some positive press in the wider media. But what are the key skills needed in this industry? Accurate and careful driving and diplomacy with stressed customers were never going to turn into spectator sports. However, we all agreed that strength was a basic attribute of a good removalist. Stamina too, and safe manual handling skills. And so, with a glint in his eye, Andy Shotbolt suggested that we start a 'Britain's Strongest Removalist' contest.

We got excited because it would mean lots of new toys to play with, and the prospect of a truck pull would be

spectacular. We got excited because it could allow us to get some brilliant press coverage for the show and the industry. When we found out that Steve Jordan's daughter, Faye, is one of the strongest women in Britain and not only competes but organises strongman and strongwoman contests, we got even more excited!

However, it quickly became clear that one of the main stumbling blocks to the whole plan was going to be managing the risks. We had to make sure that everyone involved was operating safely, and that the whole competition was meticulously planned and properly insured. We called our pals at Pound Gates, who started looking for insurance quotes for us. It took rather a lot longer than expected. In reality, nobody wanted to touch it. The problem was that most of our competitors weren't professional strong men or even

enthusiastic amateurs – they were normal working people who happened to use their muscles as part of their day jobs.

It looked pretty touch and go for a while. Britannia Reeves had sorted the equipment, we were mid-conversation with Faye Jordan, but still no word from

Pound Gates. And then we got an insurance quote. We would have been celebrating, but for the fact that the quote was eye-wateringly, jaw-droppingly huge.

Much soul searching and brain storming followed. We really wanted to run this competition, but we also had a business to run, and couldn't afford to spend thousands of pounds on a single feature out of the kindness of our hearts. We didn't want to charge a huge entry fee, and we didn't want to put stand prices up.

Salvation came in the form of Britannia Movers International. MD Mark Tresler had heard about the competition, agreed that it would be great PR for the industry, and offered to help us meet the costs. So now we're back to work, talking to Faye and Andy, refining the details, completing the risk assessments and designing the application form. It's all getting real, and

thanks to Britannia, we're excited again.

This process has reinforced our belief that there are a lot of people in this industry who truly, genuinely love it, and are prepared to contribute in every sense of the word towards the greater good. So we're now going to work hard to make this happen, to make it fun, and to make it beneficial for the removals industry.



● Far left: Andy Shotbolt puts his back into the truck pull; above: Faye Jordan, member of the Great Britain powerlifting team and current British bench-press record holder, will supervise the competition (pictured taking part in the Great Britain Powerlifting Championships in 2015); left: Matt Ede demonstrates the lifting equipment.

Support the Movers & Storers Show

Please support the show by coming along on 1 and 2 November, and if you have any contenders in your team, e-mail us for an application form: keith@themoversandstorersshow.co.uk.

NEWS: ON THE ROAD



● Operation Stack was used on the M20 in Kent last summer.

Plans for Operation Stack lorry park announced

Patrick McLoughlin, the then Transport Secretary, announced a major new lorry area will be created near Stanford in Kent as a long-term solution to the problems caused on the M20 and surrounding roads when Operation Stack is used.

“Operation Stack is only ever used as a last resort but we recognise the impact it has on roads in Kent, and are determined to deliver an alternative solution,” he said. “The new lorry area by the M20 will deliver better journeys for drivers and will not only support the region’s economy but also businesses as far away as Scotland that rely on the M20 to access the Port of Dover and the Channel Tunnel.”

The park will help keep the M20 moving during disruption to cross-channel services, helping companies go about their business and other

drivers and residents go about their lives as normally as possible.

Operation Stack was used on a record 32 days last year as the area was hit with unprecedented disruption in the summer. Following this, in last year’s Autumn Statement the government announced it would be providing up to £250 million for a permanent lorry area.

The proposed site is west of the M20 junction 11 at Stanford West and will provide parking for up to 3,600 trucks. Balfour Beatty has already been appointed as the lead contractor for the project.

Severn Crossing tolls not for profit

Andrew Jones, the then Parliamentary Under Secretary of State for Transport, recently announced that the Severn bridges won’t be a ‘cash-making exercise’ when they return to public ownership. This has been hailed as a big win for the Freight Transport Association and its members.

In June the FTA hosted a Severn Bridge Summit at Westminster attended by the [former] minister and other MPs which called for clarity on the future of the crossings and reduction or removal of the high toll charges currently in place.

On 4 July Mr Jones told the Welsh Affairs Committee that the bridges could return to public ownership as early as October 2017, when the tolls charges would cover maintenance costs only. When quizzed by committee chairman and Monmouth MP David Davies, he said the bridges

would not make a profit for the government or be used to fund the building of another crossing.

Mr Jones indicated that incentives could be introduced to encourage lorries to use the bridges at night, similar to the 10pm – 6pm free period at the Dartford crossing – and lower toll charges could be offered for greener vehicles.

Ian Gallagher, FTA’s Head of Policy for the South West and Wales said, “FTA has been pressing for these tolls to be reduced or scrapped altogether so it’s a success for fairness and a big win for our members. It’s encouraging to hear that there may be overnight concessions and reductions for greener vehicles too as soon as the bridges return to public ownership. This is a vital connecting route and any reduction in charges will be of huge economic benefit to hauliers who regularly use the bridges.”



● Severn bridges won’t be a ‘cash-making exercise’ once in public ownership.

Fleet managers want online CPC and tacho data checking

A survey of over 100 senior UK haulage fleet managers, conducted by the Association for Driving Licence Verification (ADLV) has shown that 91% of respondents want CPC and tacho data to be available alongside online driving licence checks.

They also believe that its inclusion would eliminate the industry’s current but imprecise reliance on visual data checking. A further 90% felt that the availability of CPC and tacho information would make their own monitoring of driver entitlement easier, by supporting existing HR systems and acting as a single point of reference.

The ADLV believes that the data, which is currently held by the DVSA and DVLA, could be easily made available alongside existing online driving licence data feeds. Should the data become available, the Association believes it would reduce

employer risk, ensure a better-trained workforce and improve road safety.

The survey also questioned whether not knowing the training status of drivers presented the respondents with a significant administrative challenge. In all, 75% of those surveyed felt that this was indeed a challenging issue and that automating training status data would help reduce the burden considerably. In all 80% of respondents agreed with the ADLV that access to the information would also benefit road safety, help them to remind drivers about compliance issues and raise awareness of employee fraud risks.

Commenting on the survey, Kevin Curtis, ADLV’s Technical Director said, “This survey was conducted by our member companies over the last few months and reflects the views of 100 senior UK haulage managers - many of whom come from fleets of over 100 vehicles. Quite simply, it highlights a significant demand for change. This data needs to be available, whether it’s used to improve compliance, training, licence administration or more broadly to increase road safety. We have forwarded the respondents’ views to the DVLA and are optimistic that they will look sympathetically upon our call to action.”



● Kevin Curtis.

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NEWS: ON THE ROAD

Sleep Apnoea: new minimum medical standards

Changes to EU legislation providing new minimum medical standards for drivers with Obstructive Sleep Apnoea (OSA) and Obstructive Sleep Apnoea Syndrome (OSAS) came into force in Great Britain on 31 December, 2015. Heather Lunney from Backhouse Jones Solicitors explains.

What is OSA and OSAS?

OSA is a condition which affects approximately 5% of the population. It affects breathing whilst the sufferer is sleeping due to partial or total closure of the airway behind the tongue. It disrupts normal sleeping patterns, causes the body to briefly wake up to restore normal breathing, may prevent a good night's rest and is nearly always accompanied by loud snoring.

OSAS is a more severe form of OSA. It includes both disruptive breathing whilst the sufferer is sleeping and symptoms of excessive sleepiness in the daytime.

Minimum medical standards: OSA

- Drivers with Obstructive Sleep Apnoea (OSA) (not OSAS) do not need to notify DVLA unless they have symptoms (e.g. daytime sleepiness) that would affect their ability to drive safely.

Minimum medical standards: OSAS

- OSAS is specifically identified as a notifiable medical condition.
- Drivers with OSAS must inform DVLA by letter, phone or e-mail at the point of diagnosis or recognition of symptoms.
- The driver must stop driving completely until their condition has

been successfully treated.

- Treatment is widely effective but medical enquiries will be undertaken by DVLA.

The DVLA's requirements for Group 1 and Group 2 drivers are:

- Cars and motorcycles (Group 1 entitlement) – driving must stop if there is OSAS and symptoms including excessive sleepiness severe enough to likely impair safe driving. Driving will be permitted once satisfactory control of the symptoms has been achieved.
- Lorries and buses (Group 2 entitlement) – as above but drivers

must also comply with the treatment specified and be confirmed to the DVLA by the consultant/specialist.

Heather Lunney

Heather Lunney advises on all aspects of Employment Law for the transport and logistics sector. She has experience advising on a wide range of contentious and non-contentious employment law issues including defending tribunal claims, day-to-day disciplinary, dismissal and grievance issues, discrimination, redundancy/re-organisations, HR issues that can arise on the sale of a business or when outsourcing (TUPE) as well as strategic advice on settlement negotiations and exit agreements. Heather also carries out contract audits/health checks and drafts service agreements, employment contracts and policies/handbooks.

Heather regularly contributes to employment bulletins and newsletters and is a member of the Employment Lawyers Association.

● www.backhousejones.co.uk



● Sufferers of OSAS are required to stop driving completely and inform DVLA of their condition.



London: hybrids lose their privileges

The two-year grace period that allowed owners of hybrid vehicles to avoid paying the London congestion charge has ended. Under the old system vehicles with emissions rated at 75 to 100 grams of CO₂ per

kilometre could enter the congestion zone for free. From 24 June, 2016 hybrids have had to pay the daily charge of £11.50, too.

Information courtesy of CLARS:
www.urbanaccessregulations.eu.

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TheMover

How to profit in an online world

● The modern consumer is always online and if you don't have an online presence, you're missing out.



Colin Martinho, Head of Marketing at Buzzmove, draws a comparison between lead generation and job conversion services for moving companies.

The removals industry has changed a great deal over the last decade. With the explosion of the Internet, modern consumers now have a world of removal companies at their fingertips and the traditional methods of acquiring customers (word of mouth, leaflets and so on) are less reliable when a Google search is just a few clicks away. Consequently, demand for both lead generation and conversion/auction websites has increased and competition is no longer restricted to a couple of local companies.

The modern consumer is always online, whether it be through their laptop, tablet, mobile phone or any other gadget. If you have little or no online visibility, you are potentially missing out on a significant proportion of would-be customers. When a person uses Google to search for a removal company in the areas you operate in, you need to be in that long list (ideally

near the top). Few removal companies offer such a service, but those who do are aware of the time-consuming, difficult and expensive practice of online marketing.

Lead generation services aim to bridge this gap for removal firms - easing the online transition process and taking on all online marketing duties whilst also supplying high quality customer enquiries. The removal company retains direct management of leads, has full control of price and can communicate directly with the customer via the contact details provided.

Most importantly, a lead generation service gives removal companies a vitally important 24/7 online presence, ensuring that they are not missing out on potential jobs. Lead generation users Ultimate Movers state that, "Around 10% to 15% of customers who are moving home prefer to use quote comparison sites, so

if you want to make sure you're open to everyone, you need to buy leads. You can operate without them, but this is a market where, as a removal company, we wouldn't usually get these leads directly."

Emil Perushanov, Director of Top Removals, uses numerous lead generation websites and whilst benefitting from the service, he does have a few misgivings. "It works when all leads are distributed to similar sized companies and no one can dominate on price. Similar companies offer similar rates and it is then up to the reputation or availability for the client to choose. It doesn't work when there is someone offering unrealistic rates and trying to book all the jobs."

Whilst lead generation works for a large number of removal companies, there are some companies that struggle to convert leads into paying jobs. On average, one in five are converted into paying jobs and for companies who excel at conversion,

this system is preferable to an auction or conversion service that will normally take a significant chunk of the job's earnings (as opposed to charging for the lead).

For those who, for some reason or other, struggle to convert leads, an auction/conversion service could be a better option. These services normally offer the customer a fixed price and then sell the job on to removal companies for a commission fee. By only paying for confirmed jobs, as opposed to leads, some companies prefer this service - even if the earnings from a job are diminished and/or inconsistent with their regular pricing.

"Similar companies offer similar rates and it is then up to the reputation or availability for the client to choose. It doesn't work when there is someone offering unrealistic rates and trying to book all the jobs."

Emil Perushanov

Andrew Smith of Ramshaw Transport, states that whilst this fixed price is beneficial for customers, it can also lead to problems. "Customers sometimes forget to list all their items and this results in an incorrect price." In situations like this, some conversion companies will pay the difference in price but the risk of arriving unequipped remains, which could be detrimental to your company's reputation. This is potentially one of the key reasons that a very popular conversion service has recently ceased operations in the UK - especially as the idea of a job being priced externally (and then sold to the highest bidder) does not sit comfortably with a large number of removal companies in the first place.

Essentially, as technology continues to develop at a rapid pace, we are approaching a market in which almost every purchase originates, in some form or other, online. The modern consumer wants transparency, simplicity and the option to interact with a removal service at a time which is convenient to them. Luckily, fulfilling such a criteria is no longer a difficult, time-consuming and expensive process. Indeed, with a wealth of lead generation and conversion/auction services available, marketing a removals business online has never been as easy, efficient or as cost effective.

New on-board unit from UTA

UNION TANK Eckstein GmbH & Co KG (UTA) has launched Telepass EU, an on-board unit (OBU) for the payment of tolls in Italy, France, Spain, Portugal and the Liefkenshoehtunnel in Belgium.

In addition to recording and billing toll charges, parking fees can be settled via the device at various guarded parking lots in Italy and France. The OBU service will be complemented in the future by additional toll systems. For example, processing the road toll in Poland on the A4 (Katowice-Krakow) is currently in preparation.

"We are providing our customers with the opportunity to use an On-Board Unit in several toll systems with Telepass EU," said Kay Otte, Marketing Director at UTA. "This has several



● Telepass EU from UTA

advantages: drivers can reduce the number of toll boxes in their trucks and pass all toll stations without stopping; and they can benefit from a discount of up to 50% over the cash price in some south-western European countries."



● The cases use heavy duty corrugated cardboard instead of wood.



An alternative to wooden packaging

Sofrapack, a packaging company from Bonneuil sur Marne in France, has developed a form of corrugated packing that effectively replaces the use of wooden cases or crates for export packing. The containers can even be used as lift vans or as warehouse pallets.

The company manufactures a range of lift vans, air freight cases and custom cases for motor cycles, TVs, pianos and pictures, etc., all made from heavy duty corrugated cardboard. The cases are simple to assemble, can be reused multiple times and easily waterproofed by plastic wrapping. Using cardboard avoids the need for wooden cases to be fumigated on arrival in accordance with the ISPM15 Standard.

Cases can be assembled without any tools and are merely strapped together with a bander. They are lightweight, recyclable and provide damping against

shocks that the manufacturer says is 50% better than timber. Cases can be stored in shook form to save space. Special cases can be supplied with hanging bars for packing chandeliers or with dividers for packing multiple pictures in one box. Lift vans fit into a standard ISO container.

Sofrapack also supplies Pleatwrap, which is similar to a paper blanket but on a continuous 80m long x 1.2m wide roll. The company says this is strong, ecological, easy to use and easy to store when compared with standard paper blankets or bubble wrap.

● More information from www.sofrapack.com.

INSIGHT: WHY SHIPPERS SWITCH CARRIERS



Top three reasons shippers switch container carriers

Xeneta, the Oslo-based benchmarking and market intelligence platform for containerised ocean freight, has quizzed its worldwide database of contributors to uncover the main reasons businesses end agreements with container ship carriers.

Price, risk management and loss of trust were pinpointed as the primary catalysts for calling time on relationships in a market currently riven by instability.

"One might expect bad service to be the main reason for swapping supplier," said Xeneta CEO Patrik Berglund, "But that isn't the case in container shipping.

"The container ship industry needs greater transparency to achieve some sort of stability, potentially setting 'commodity' prices that everyone can agree on..."

Patrik Berglund

The current state of the industry, with huge capacity oversupply leading to collapsing TEU rates, has effectively created a price war, pushing cost 'front of mind' for anyone shipping large volumes."

Price may be top of the list with Xeneta's contributors – Berglund notes

that one client gave his top three reasons as 'price, price and price' – but, for some at least, it's not the sole consideration for switching. Risk management, in terms of supply, is also a factor.

Loss of trust was the last of the 'top three', with bad experiences or contractual failures undermining relationships that may otherwise have prospered. Again though, price was often a key factor.

Berglund says that some container ship carriers price 'strategically' to win market shares, but then a few months into the relationship try to adjust rates to meet their business requirements. This could be in the form of rolling cargo or simply hiking their prices.

"In such a cut-throat segment, which seems to be in a constant state of flux at present, many of these carriers are fighting to survive," he said. "So it's understandable they want to maximise rates wherever possible. However, shippers rely, and base their entire operational plans, on the information provided by their suppliers, such as guaranteed capacity, transit time and pricing, so the commitments that are made during the procurement process must be honoured.

If they don't do that, they don't keep the business."

Berglund says that real-time market intelligence is crucial for shippers who want the best prices in such a dynamic segment.

"Container costs are fluid and if you aren't up to date with price fluctuations and market trends then you won't be able to optimize your shipping costs," he concluded. "The container ship industry needs greater transparency to achieve some sort of stability, potentially setting 'commodity' prices that everyone can agree on, and we believe the intelligent use of big data will be the foundation for this."

Companies on Xeneta's cloud-based software platform update their shipping data either daily, weekly, monthly, quarterly or yearly - depending on their procurement strategy – providing a rolling and real-time insight into the state of the market. This allows the firm's 2,000 plus global users to compare their ocean freight rates against current prices, informing better logistics procurement decision making.

● www.xeneta.com

Ron Reedman remembered by Michael Gerson

Ronald Arthur Reedman of Grace Brothers in Australia has died at the age of 96.

He was probably the most distinguished and successful person in the moving world and finished his career as chairman of Grace Brothers, the Australian departmental store (compared to House Of Fraser), also known for its television series *Are You Being Served*.

When Ron left the army he returned to Charles Batty of Battys of Hendon in the UK and managed Battys and also Elloways of Kilburn. Whilst these were good sound family businesses, nevertheless Ron saw limited horizons coming up particularly because Charles Batty's son who had been secretary to the Governor of Malta was coming home to the UK and Ron foresaw this as likely to limit his possibilities.

Ron was also, I think, either engaged to be married or had just been married to Barbara his fiancée. I remember my father discussing it with Ron because the decision to accept a job in Australia at that time would have been quite momentous if it had not worked out. He and Barbara would never be able to afford to come back to the UK as their financial resources would have been exhausted. The journey alone would have taken between four and six weeks.

Ron, following discussions with my father, Frederick Windwood of Windwoods of Worcester and various other prominent industry



● Michael Gerson.

Ron originally, with his Board, were furious that their name was being used in this way, however very soon, as a result of the popularity of the programme, no doubt they changed their minds...

characters, decided to accept the position advertised and bring sophistication and expertise to Australia (Ron in common with many of us had attended the educational and degree programmes of the institute which gave us high standards of knowledge).

Ron went out to Australia and not only did he set up the moving industry, depots of Grace Brothers in each of the states, but he also progressed at a spectacular pace and became chairman of Grace Brothers of which the moving side was only a part.

The television sitcom *Are You Being Served* was based on Grace Brothers. Ron told me that when the two writers had their office on the opposite side of the street in Sydney they at lunchtime would go over and have sandwiches and coffee in Grace Brothers.

Ron originally, with his Board, were furious that their name was being used in this way, however very soon, as a result of the popularity of the programme, no doubt they changed their minds and it was probably the best PR campaign that anyone has had, particularly since it cost them nothing, but spread their name throughout Australia.

The name of Ron Reedman, though unknown to this generation, possibly was the most interesting and capable member of the moving industry anywhere.



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NEWS: PEOPLE

Mary Sortal joins Arpin

Mary Sortal has joined Arpin Group as the company's client services manager.

She is responsible for managing and growing client relationships by focussing on customer needs, developing service delivery models and building successful teams. She will also focus on client retention.

"With 38 years in the industry, Mary brings her extensive experience in global household goods relocation, with proven skills in operations, customer service, procurement, contract negotiation and client services," said Bob Sullivan, Senior Vice President, Corporate Accounts of Arpin Group. "We are delighted to have her join our team as we continue to grow our operations on an international scale."



● Mary Sortal.

Mary was previously client services manager at The Suddath Companies.

Pickfords says goodbye to Move Manager Ken Cooley

Pickfords Business Solutions has announced the sad death of its Move Manager Ken Cooley on 16 June following a ten-month battle with cancer.

His funeral took place on 6 July at Canley crematorium in Coventry. Ken, who leaves two sons and three grandchildren, began working in the moving industry as a porter for Bullens in 1990.

During his time with Pickfords, Ken managed some of the largest and most prestigious relocations undertaken by the company. His first major job as move manager was Norfolk & Norwich Hospital.

For a man with no formal training in the removals industry, his acquired knowledge and resourcefulness were outstanding. He had a particular talent for moving safes, and his ability to walk round a library and add up the move without the need for a calculator was truly amazing.

A tough task master, Ken was well liked and highly respected by all the men he supervised. He would never ask anyone to do something that he wasn't prepared to do himself, and his commitment to the job was exceptional, working



● Ken Cooley.

24-hour shifts to ensure the smooth transition of A&E departments during hospital moves.

Clive Johnson, who worked with Ken on many major hospital moves said, "Ken was the consummate professional. However difficult things got, Ken always found a way to get the job done and would never let anyone down."



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The White & Co Mystery Mover

Well done to David Trenchard who spotted Ted Prior last month, perhaps during a trip to Australia in about 1996. Ted is still heartily going about his business as a toastmaster for the great and the good of London – life in the fast lane for him at last! This month, who could this lady be (and was it you who offended her!). The winning entry will receive the coveted White and Company Red and Black watch. Answers please to editor@themover.co.uk.

Lars Lykke Iversen joins Alfa

Lars Lykke Iversen, former CEO for the Santa Fe Group, joined as Director of the Board for the Alfa Quality Moving & Relocation Group of Companies in July 2016.

"Being a Dane, understanding the culture and speaking the language, Lars will play an important role together with owners and management in developing Alfa Quality Moving & Relocation Group into a leading Scandinavian services company for moving and relocation services," said Bengt Jonsson, Partner and Co-Founder of Alfa Quality Moving & Relocation. "Having known Lars for some 25 years, serving together on the ARM Board, understanding Alfa's DNA, I believe that Lars' knowledge and experience will be a great asset for us moving forward."

"I am delighted to join the Board of the Alfa Group of Companies, with whom I worked for many years as a partner and experienced how the



● Lars Lykke Iversen.

team has developed Alfa from a local company to a leading Scandinavian services company," said Lars.

"I look forward to working with Bengt and his outstanding team as they take Alfa to the next level in the mobility industry."



● Shane Lewis.



● Paul Felton.

Shane Lewis and Paul Felton join Momentous

Momentous Relocation has recently employed Shane Lewis as operations manager, and Paul Felton as costings manager.

From a young age Shane was involved in the international transport of antiques, as his family worked around the European fine art transport industry. As young as eleven years old Shane was inspired by, and wrote a book about, his father's job!

Shane's early career began at Sotheby's fine art packing. After four years he was back with the family's international transport business, supplying crews and transport to some of the large international removal companies. As Shane's reputation grew he was able to extend his supply of vehicles and crews to the entertainment industry and further still, working for both the Royal Family and President Clinton on his State visits to the UK.

More recently, Shane worked with Cadogan Tate as its training officer, developing teams in all areas of the relocation business.

"I saw the opportunity to grow with a great company and a great team of people," said Shane. "I wanted to be an integral part of making Momentous Relocation the best in the business."

Paul Felton started his career as a chemical engineer. However, a drop in oil prices found Paul working temporarily for OMNI. OMNI turned out to be a career changer for Paul, who worked for almost eleven years with some of the best and brightest moving companies around the world, attending conferences and meeting

many notable and inspiring people within the industry. From OMNI, Paul worked with Team Relocations as costing manager, overseeing the costing of their contracts, tenders, and day-to-day pricing.

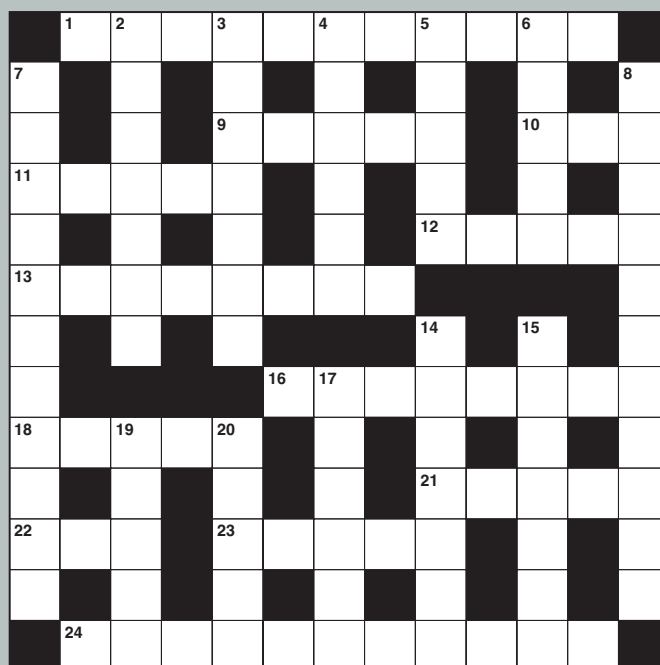
Knowing Paul Evans' reputation from his success at Transeuro and Interdean, Paul decided to pursue it. "After meeting Wendy [Smith] and the team I was lucky enough to be offered the position at Momentous," said Paul. "As a growing organisation, I grasped the exciting opportunity to contribute to, and be part of that expansion."

"As a growing organisation, I grasped the exciting opportunity to contribute to, and be part of, that expansion."

Paul Felton

Paul Evans, Momentous Relocation Chairman, said that his company only selects the very best staff possible to join the company. "We are therefore delighted to welcome aboard both Shane and Paul, who will be based in the Momentous Park Royal office."

Puzzles

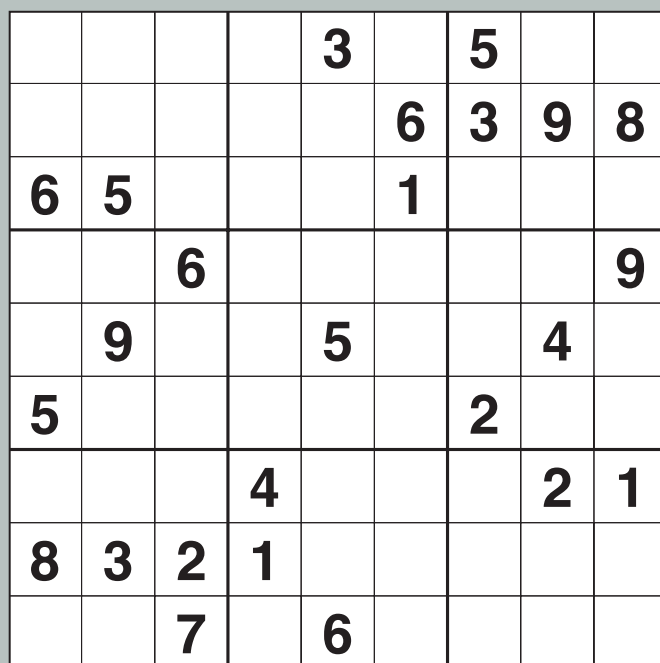


ACROSS

- 1 Needless (11)
9 Tines (anag) (5)
10 Feline (3)
11 Accumulate (5)
12 Country in the Himalayas (5)
13 Fully aware (4-4)
16 Sleep disorder (8)
18 Relating to vision (5)
21 Capital of Vietnam (5)
22 Water barrier (3)
23 Lizard: English stand-up comedian (5)
24 Large car windows (11)

DOWN

- 2 Contradicted; made ineffective (7)
3 Lived (7)
4 Make certain of (6)
5 Silk fabric (5)
6 Repeat something once more (5)
7 Pun (4,2,5)
8 Designed for usefulness (11)
14 Not in any place (7)
15 Unfamiliar (7)
17 Scandinavian (6)
19 Musical times (5)
20 Doctrine (5)



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PAIMA 2016 32nd Annual Convention of Pan American International Movers Association

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IAM 54th Annual Meeting

21 – 24 October, 2016, New Orleans, USA

The Movers & Storers Show 2016

1 – 2 November, 2016

Hangar '42, Bruntingthorpe Aerodrome, UK

FEDEMAC Summit and General Assembly

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CONGRES 2016, Chambre Syndicale du Deménagement

18 – 19 November, 2016, Saint Malo, France

43rd Annual Animal Transport Association Conference

8 – 11 February, 2017, Hong Kong

FIDI General Assembly

8 March, 2017, Dubai, United Arab Emirates

LACMA Convention

23 – 26 April, 2017, Puerto Vallarta, Mexico

EuRA Conference

25 – 28 April, 2017, Warsaw, Poland

Young Movers Conference

11 – 13 May, 2017, Riga, Latvia

BAR Conference

18 – 20 May, 2017, Cardiff, Wales, UK

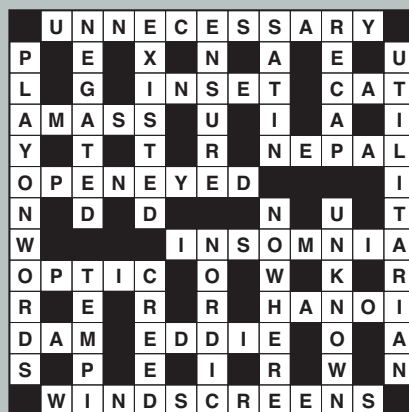
MöLo International Trade Fair

14 – 16 September, 2017, Kassel, Germany

IAM 55th Annual Meeting

9 – 12 October, 2017, Long Beach, California, USA

Puzzle solutions



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

Before football referees started using whistles in 1878, they used to rely on waving a handkerchief.

The first toilet to be flushed in a film was in the movie *Psycho*.

The first e-mail was sent by Ray Tomlinson in 1971.

He was a pioneering American computer programmer who implemented the first e-mail programme on the ARPANET system, the precursor to the Internet.

The silk that is produced by spiders is stronger than steel.

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Tony Allen: And finally...



In, out, shake it all about!

I wasn't going to write anything about our decision to leave the EU as I figured that, by the time you read this article, you would have already overdosed on the subject, and quite frankly there are people writing for this magazine who are far better qualified to give their opinions on the effect it will have on our industry. But then my son said to me a few days ago how us older folk had really dropped the younger generation in it. Then I replied that he shouldn't talk to me like that as I was old enough to be his father. Then he reminded me that, actually, I was his father.

It got me thinking though; and I must confess at this point that, because I could not make up my mind either way, I did not actually vote in the referendum. This was in spite of the fact that we had always encouraged our children to 'exercise their franchise', on the basis that previous generations had suffered to secure for them this precious right.

There was something peculiarly British about this whole event. For a start we had to have a suitable shorthand buzzword, so we created a catchy portmanteau word by combining 'British' with 'exit' and came up with Brexit – and we even gave it its own capital letter to make it seem more important. Why we didn't go the whole hog and include an exclamation mark I really don't know, but anyway we ended up with something that sounded more like a breakfast cereal.

Snappy catchphrase: Look after yourself, start the day with a Brexit and exercise your franchise!

To my mind this was part of the problem: because people had a buzzword, they really did not seem to bother with the opposing arguments. Therefore the referendum almost became a series of protest votes covering a diverse range of grievances such as immigration, the government, the rubbish dumped on the local cricket pitch (now you're talking) and so on. Instead of, for example, somebody asking what was your opinion on the possibility of the government being able to counter the potential problems caused by a rapidly declining pound they would instead ask:

"What do you think of Brexit?"

"Well it's great with dried apricots – oops, sorry my mistake. I meant I don't agree with it."

"What don't you agree with?"

"Brexit of course."

I don't want to trivialise what obviously is a very important issue for the whole

country and I don't want to appear flippant – even though that is perhaps my writing brief – but let me give you another example of how this momentous issue was decided upon. The other day I actually heard somebody say that: if they had realised what the outcome of the referendum was going to be, they wouldn't have voted to come out!

So the die has been cast and by the time that you read this article we will all have a better idea as to what the real effects of coming out of the EU are likely to be. My own opinion is that maybe it won't be as bad as we thought (or if this turns out to be entirely wrong then this was just a joke). As a nation we have always championed the underdog and maybe we thought it would make a change to actually be one. It's possible, at times, to gain the impression that Dunkirk was great fun, when in fact it was one of our worst defeats.

The other day I actually heard somebody say that: if they had realised what the outcome of the referendum was going to be, they wouldn't have voted to come out!

Anyway, in the end, I said to my son that I was sorry that the result was not to his liking. There is no doubt that it will create serious problems for his company and I still have mixed feelings myself, but we have no choice but to get on with it and we have no choice but to try to make it work. Ostensibly there should be every advantage in remaining part of a larger market entity, and certainly the laws relating to economies of scale have not yet been repealed. I am actually writing this article whilst on holiday in the sun (get a life!) and it does occur to me that maybe a significant factor here is the vast difference between the cultures of the peoples of Southern Europe and the peoples of Northern Europe, and this is mainly caused by the presence or otherwise of the sun and the ensuing temperature. Cohesion within the EU is perhaps still a distant dream.

If Winston Churchill was writing this I am sure that he would finish with a stirring patriotic flourish, so I am going to leave you with one of his sayings, which seems to be most apposite:

"Success is not final, failure is not fatal: it is the courage to continue that counts."

Long may the metaphorical sun shine!



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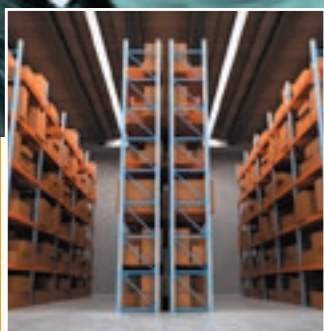


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