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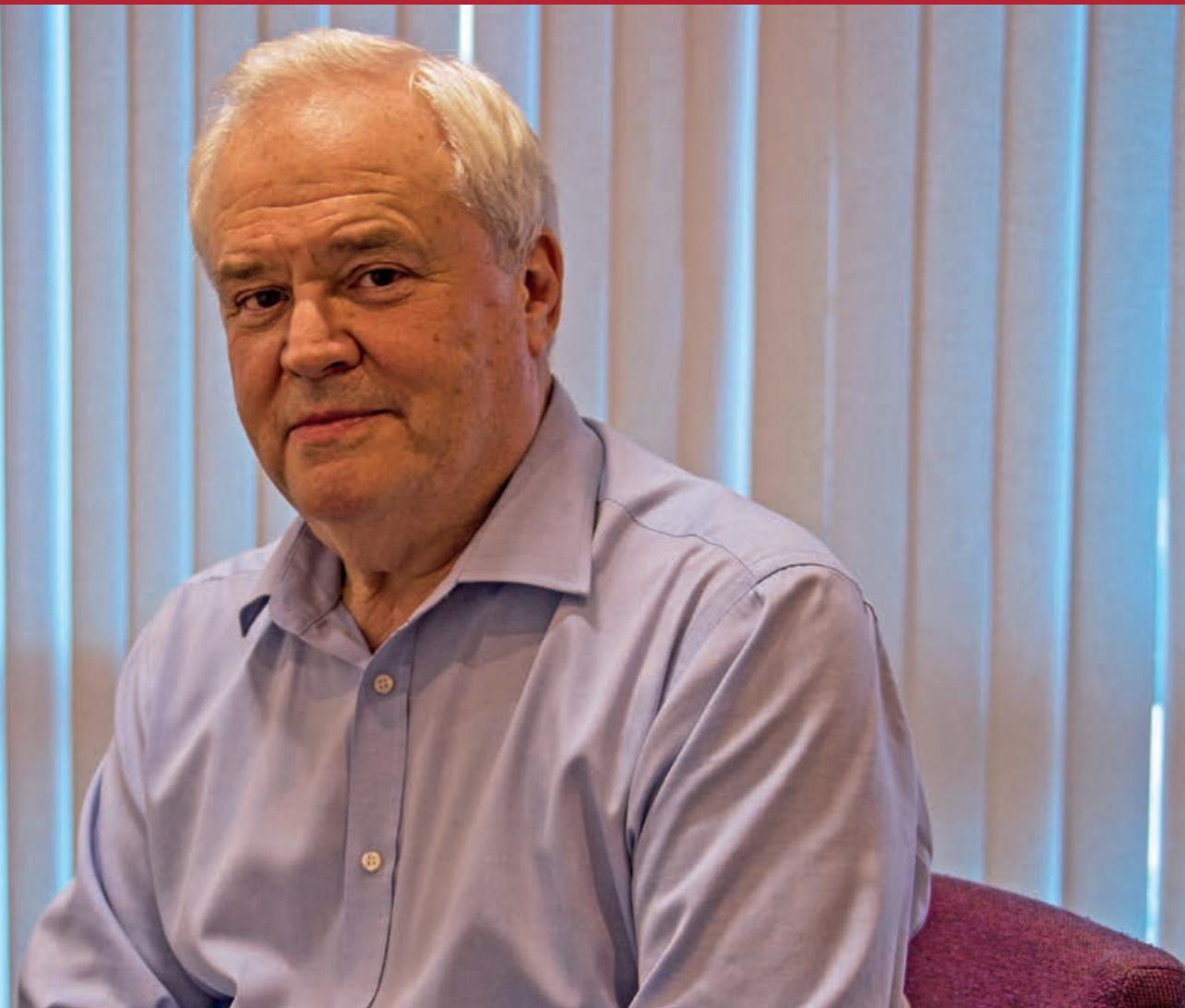


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Issue 077 August 2017 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

The independent voice of the global moving industry.



## THE STEPHEN MORRIS STORY

From moving antiques to moving prime ministers. Page 28

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# TheMover

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**LEADER**

## Artificial racket

**Steve Jordan, Editor**

**W**alk into any modern office today and the silence is deafening. There was a time when the term 'busy office' was the norm with rooms filled with enthusiastic telephone chatter and banter between staff. Now, it's gone. Today everyone is working online, a telephone conversation is a rarity, the only sound is a constant, gentle, keyboard clatter and the occasional sigh or groan when the 'spinning thing' reappears or something crashes.

So, I was intrigued with our story on page 32 about Artificial Intelligence (AI as us techies call it!). Apparently, the new generation of computer wizardry consigns the keyboard to the recycle bin in favour of voice recognition commands. Wonderful! Can you imagine what music that is to the ears of an ageing writer who spends most of his working hours coaxing his arthritic fingers into navigating the qwerty maze? I was delighted.

But then it struck me. How can we sit around all day talking to our computers? It'll be like the good old days with everyone whispering, then speaking, then shouting in a one-sided crescendo as the noise level inexorably rises to a deafening racket. The AI processors, meanwhile, will be busting their silicon chips trying to make out the difference between Joe in accounts and Linda in sales while the operators despair as operations fly before their eyes at a million gigabytes a second instigated by someone nearby who just happens to have a more computer friendly tone. Hilarious chaos.

There is an alternative of course. Offices could be redesigned to have everyone sitting in soundproof, hermetically-sealed compartments with everyone emerging once every two hours for Communal Social Reintegration (CSR) in which they shout at a coffee machine and try to work out who's been given what to drink while catching up on the latest developments on *Love Island*.

Or maybe I am becoming cynical. 'Becoming?' I hear you shout. Actually, I really like technology; at least I like what it can do. But computers are unusual in the commercial world in that advances are frequently made without any thought for their future applications that their developers hope will emerge, given time. I suspect, however, that this particular advancement has a few teething troubles to negotiate before it enters the main stream.

**Steve Jordan****● Geoff Watson (left) and Gordon Lyall.**

## A new chapter for Doree Bonner International

Kelerbay Limited trading as The Doree Bonner International Group has announced that Mr Amin Amiri, the founder and CEO of his investment vehicle a2e Industries, has completed a substantial investment in Kelerbay.

**G**eoff Watson and Gordon Lyall, the current joint managing directors, will become joint chief executive officers working full-time in the business as usual and will shortly be appointing a new managing director to further strengthen the management team. They, together with the other key existing executives, will manage the business and implement the company's strategic plans. It is intended that Doree Bonner International will continue to grow both organically and with a very strong focus on acquisition.

Mr Amiri will join Geoff and Gordon on the Board of Directors of the company, with specific emphasis on strategy, acquisition, finances and enhancing shareholder value.

Mr Amiri is a highly successful investor with a 15-year track record of investing in or acquiring industrial companies and significantly enhancing their fortunes. Mr Amiri's portfolio of investments, which are all managed by a2e, consists of a conglomerate of 16 companies with a combined turnover of around £135 million.

Amin Amiri said, "We are delighted that Doree Bonner will be a great base for the shared vision and ambitions of Geoff, Gordon and ourselves for this group. We collectively believe that with enhanced services and geographical coverage, the customers will continue to be pleased with our capabilities."



**"We are delighted that Doree Bonner will be a great base for the shared vision and ambitions of Geoff, Gordon and ourselves for this group."**

**Amin Amiri**

A statement issued by Geoff Watson and Gordon Lyall said, "We are very excited about this new inward investment and to be working with Amin and a2e. This is a fantastic opportunity and heralds an exciting future for the Doree Bonner International Group. There is an expansion strategy already in place and this will provide great opportunities for Doree Bonner's existing senior management and all of our staff presently employed."

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**NEWS: UK**

# RHA launches funded legal action against the Truck Cartel

The Road Haulage Association is now giving UK haulage and logistics firms (whether or not they are RHA members) the chance to sign up to its legal action for compensation against truck manufacturers found guilty of illegal price fixing.



● Manufacturers were fined a total of £2.6 billion by the European Commission for price fixing.

In July last year the European Commission fined MAN, Volvo Group (which includes Volvo Trucks and Renault Truck), Mercedes-Benz parent company Daimler, Iveco and DAF close to €3 billion (£2.6 billion) for price fixing and other cartel activities between 1997 and 2011. The compensation claim will be brought before the Competition Appeals Tribunal. If successful, haulage and logistics companies will get money back for vehicles sold or leased to them at inflated prices because of the cartel, if they sign up to the claim.

This is the first fully funded group claim against the truck manufacturers on behalf of affected hauliers. All UK truck owners can join the group legal action at [www.truckcartellegalaction.com](http://www.truckcartellegalaction.com). There will be no cost for hauliers to be part of the group claim.

Early indications are that compensation could be in the region of £6,000 per truck on average. Companies that have purchased or leased new or second-hand trucks direct from manufacturers (including Scania) or dealers from 1997 onwards are eligible to join the

claim. During the period the cartel operated it is believed around 650,000 new trucks were sold. Although this legal action is being spearheaded by the RHA, non-RHA members are able to join.

RHA Chief Executive Richard Burnett said, "UK truck owners affected by the truck cartel have potentially paid too much for their lorries over a 14-year period and we're determined to get a fair deal for them. This is a chance to get their compensation with no risk to their business or finances. As the representative body with sole responsibility for UK road freight operators, we are duty-bound to act on behalf of our members' wishes. They have made it clear that they feel angry about the truck pricing cartel and want us to represent them. Our legal team at Backhouse Jones, Exchange Chambers and Brick Court will seek the best compensation deal that we can on behalf of our members and other UK victims of this cartel.

To ensure that as many affected hauliers are able to join the claim, we have secured funding from Therium Capital Management Limited and the largest tranche of After The Event insurance that's ever been underwritten so there's no cost to joining the claim, or any other risks if the claim is unsuccessful."

On behalf of the legal team, David Went of Exchange Chambers said, "We are taking this case to the Competition Appeal Tribunal as it is the specialist court in the UK that deals with these types of claims and



**"UK truck owners affected by the truck cartel have potentially paid too much for their lorries over a 14-year period and we're determined to get a fair deal for them."**

Richard Burnett

is an effective way to seek redress for operators. The initial stage involves asking the Tribunal to authorise the RHA to act as industry representative and to set out the basis on which operators can opt into the claim. The first hearing is expected to be later this year."

**For more information contact:**  
**Rod McKenzie**  
**RHA Director of Communications**  
**Telephone: 07711 193968**  
**E-mail: [r.mckenzie@rha.uk.net](mailto:r.mckenzie@rha.uk.net)**

## UKWA and FLTA work together to raise safety standards

The United Kingdom Warehousing Association (UKWA) has announced new reciprocal membership arrangements with the Fork Lift Truck Association (FLTA). As a Partnership member of FLTA, UKWA now offers its members additional benefits as both

associations strive to raise standards in the materials handling industry.

With immediate effect, UKWA members are entitled to membership of FLTA's Safe User Group at a discounted rate, giving UKWA members access to a wide range of resources and specialist

advice to ensure companies and employees operating fork lift trucks do so within legal parameters and best practice guidelines.

UKWA members joining FLTA's Safe User Group are also eligible for reduced rates to attend FLTA's annual Safety Conference, which, this year, takes place on 20

September at the Heart of England Events & Conference Centre in Meriden, near Coventry.

For further details on how UKWA can help logistics companies to operate a safer working environment and reduce accidents, please contact Shoaib Vakil at [shoaib@ukwa.org.uk](mailto:shoaib@ukwa.org.uk).

## Movers could face bankruptcy from multi-million pound fines

Vikki Woodfine, Partner at law firm DWF LLP said some companies could be fined up to £4m for health and safety offences under new sentencing guidelines for health and safety breaches.

**A**s well as potentially ruinous fines, companies were also having to bear the cost of contested cases because the Health & Safety Executive was adopting a policy of bringing cases at the highest level of culpability (and hence penalty) forcing firms to go to court to argue for a lesser offence.

At the same time, tougher penalties for serious driving offences, with fines of almost twice a driver's weekly income plus disqualification, may cost drivers their livelihoods and will only add to the risk of Traffic Commissioners calling a driver conduct hearing, threatening the company's operator's licence.

Vikki Woodfine urged the HSE to take a fairer approach and a more realistic view of culpability and harm when bringing cases to court if it wanted to reduce the number of contested cases which placed a heavy burden on public funds as well as companies.

"In practice, companies are now faced with the most impossible of dilemmas when it comes to deciding whether to defend a



● Vikki Woodfine.

prosecution," she said. "There has always been a fine reduction when pleading guilty and this remains the case. However, given the new fine levels, there has been an increase in the number of defended cases as companies simply cannot just accept their fate given that the guidelines expose them to potentially business ending fines."

However, it is not all doom and gloom. While the sentencing of crime has toughened up in a number of areas for haulage operators and their drivers, it remains a fact that good, safe and compliant operators will not ever have to feel the effect of these changes.

### Examples of pre and post sentencing guidelines

	Pre-guidelines	Post-guidelines
<b>Health and Safety Offences (fatal)</b>	A health and safety offence which resulted in death recommended a starting point for a fine at £100,000.	A medium-sized organisation (turnover between £20–50 million) could see the starting point as high as £4 million depending on the level of culpability. For large companies (£50 million+) the guidelines indicate a top level fine of £10 million.
<b>Corporate Manslaughter</b>	Fine starting point of £500,000; highest fine to date £700,000.	Medium-size organisation would see a starting point of £3 million with a possibility of fines up to £7.5 million. A large organisation faces potential fines of up to £20 million.
<b>Health and Safety Offences (non-fatal)</b>	For companies small and large alike, fines in the tens of thousands.	Potential fines in the hundreds of thousands even for smaller companies and above. £500,000 for larger corporates.

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## HEALTH & SAFETY: FLTA SAFETEMBER

# YOU DON'T WALK AWAY FROM A FORK LIFT ACCIDENT

When Lisa Ramos arrived for work on Friday, 24 March, 2006 it was a day much like any other: except it was her son's 13th birthday, and the day her life was to change forever.



● Lisa Ramos learning to walk on her prosthetic leg.

**B**ut not just her own life. Things would never be the same for her son, partner, parents, relatives, co-workers ... everyone who knows her. She was run over by a fork lift truck and lost her leg in an accident that was as horrific as it was avoidable.

As an administrator at NYK Logistics in Findern, Derbyshire, Lisa's job was to check that every pallet was loaded with the correct contents. Just minutes from the end of her shift she was heading along a prescribed walkway near the container bays, finishing her checks for the day. The next thing she knew she'd been knocked to the floor and a three-ton fork lift truck was crushing her leg.

The operator of the truck had no idea he'd hit someone but Lisa's screams jolted him into action. Tragically, as he moved the truck forwards, it literally tore the skin and fat from Lisa's leg.

By now her co-workers had rushed to Lisa's side. Each time she tried to sit up she was gently coaxed back down as they strived to keep her comfortable and prevent her seeing the extent of the damage.

They reassured her she'd only dislocated her knee and she recalls thinking "I mustn't cry or the lads will give me so much grief when I get back to work on Monday!"

"I couldn't see why everyone was making such a fuss and didn't understand why my partner Dave was crying. At that moment my biggest worry was that we'd have to cancel my son's birthday party."

At the time of the accident, she was on a taped-off walkway on the floor: a route she always followed. Even as she did so, she was conscious that it never seemed

sufficient.

"When you're on the same level as the fork lifts, a taped-off area doesn't really give you clear separation," she explains. "There's a good reason why we have kerbs and pavements by the sides of roads — we don't rely on just a painted line to keep them away from pedestrians."

It took years of therapy to help Lisa accept herself as an 'amputee', and to get to the place she's in now ... a safety ambassador for the Fork Lift Truck Association and a passionate advocate for workplace safety.

**"I couldn't see why everyone was making such a fuss and didn't understand why my partner Dave was crying."**

Lisa Ramos

FLTA Chief Executive Peter Harvey said, "It is because of Lisa's experiences and those of the many hundreds who are killed or seriously injured each year by fork lifts that the FLTA mounts its annual Safetember campaign. It serves as a focal point for everyone who manages, operates or works alongside a fork lift, creating a moment where each can reflect on how they can make their workplace safer."

## SAFETEMBER

To find out more about National Fork Lift Safety Month – Safetember – visit <http://fork-truck.org.uk/fork-lift-safety/safetember>.

A screenshot of a computer screen displaying the website for the Fork Lift Truck Association. The main banner features the text "1-30th Safetember 2017" and "Fork Lift Truck Association". Below the banner, there are sections for "Fork Lift Safety" and "Safetember 2017", both with detailed sub-information. At the bottom right, there is a link "Sign up for Safetember updates".

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**NEWS: UK**

# FTA everywoman in Transport and Logistics Awards

Twelve of the most inspirational female role models in the UK's transport and logistics industry received prizes at the 2017 FTA everywoman in Transport & Logistics Awards held at the London Marriott Hotel on 21 June.

**F**TA's Chief Executive David Wells, who presented the prizes, said, "These awards celebrate the wealth of female talent in a traditionally male-dominated sector. Logistics is one of the UK's most important industries, employing more than 2.54 million people and ensuring that all aspects of our economy continue to work as efficiently as possible."

The awards programme was launched to raise awareness of the varied opportunities within transport and logistics, while creating visible role models to inspire and encourage more women to pursue a career in the industry. Judge Michael Dunn from DHL said they promoted opportunities for talented and successful women in the sector.

Maxine Benson MBE, co-founder of everywoman, commented, "The role models celebrated, ranging from women excelling at the beginning of their career to those well-established in their journey, are a reflection of the many rewarding opportunities within the transport and logistics industry. We are proud to recognise



● Woman of the Year Julie McCaffery receives her award from David Wells.

individuals who are transforming the industry through their tenacity, passion for innovation and commitment to mentoring the next generation."

The winners were recognised as the finest in their field, from individuals making significant improvements to road and rail infrastructure to those renovating intricate warehouse logistics in organisations including Sainsbury's

and KPMG.

As well as the 12 category winners, one overall winner was identified as Woman of the Year. This went to Julie McCaffery from Grangemouth Stirlingshire, Change Manager (Scotland) at Asda, who was recognised for contributing to the increasing success of the organisation after she led numerous colleague engagement and continuous improvement projects.

## Nominate someone for next year's competition

FTA everywoman in Transport and Logistics Awards are sponsored by the Freight Transport Association but are run by 'everywoman', an organisation established in 1999 to promote the advancement of women in business. The competition is open to all transport companies in the UK, not just FTA members, so if you know someone who you think is making an exceptional contribution in the transport industry why not nominate them for next year's competition? You could even nominate yourself!

● To find out how visit [www.everywoman.com](http://www.everywoman.com)

These initiatives improved the site's overall safety, customer service and reduced colleague underperformance costs by 70% over the last 12 months alone.

# FTA experts deliver clarity on EU Mobility Package

Freight Transport Association (FTA) has drawn up a comprehensive briefing paper to advise members on the main proposals of the European Commission's 'Mobility Package' announced on 31 May, 2017.

**T**he package, comprising eight legislative files and various accompanying documents, has potentially huge implications for the transport sector - including proposals which would change drivers' hours rules, tachographs, operator licensing and minimum wage rules for visiting drivers.

David Wells, FTA Chief Executive said, "This is a complex set of proposals, and FTA has the breadth and depth of expertise not only to understand what the implications for our members will be, but also to get actively involved in continuing to shape new rules so that law makers recognise the impacts they may

have on industry. This document will aid members and the industry in understanding the potential impacts."

The briefing document makes clear why, even though the proposals are unlikely to come into law until after March 2019, the UK road freight sector still needs to pay close attention. Many of the proposals will affect the practicalities of how goods will move into and out of Europe from the UK. It may also be that, in the process of Brexit negotiations for an effective, frictionless trade deal and continued mutual access to our respective transport markets, the UK government agrees to implement some, or all, of the

proposals in domestic law as part of maintaining parity with EU standards.

David continued, "We are advising our members to plan that any – or even all – of these proposals could come into force in the UK, once adopted. FTA has had a permanent presence in Brussels for more than two decades to ensure members' views are being considered at the heart of Europe. With Brexit looming, FTA is expanding its presence and influence in the capital of the European Union – not, as some might have anticipated, rolling it back."

● The briefing document can be found at: <http://bit.ly/2r93JwH>.



● David Wells.

# Bespoke Bodies offers Euro 6 upgrade for older vehicles

BAR Affiliate Bespoke Bodies has teamed up with one of the UK's leading emissions treatment specialists to offer movers Euro 6 vehicle conversions for their non-compliant vehicles, allowing free access to Low Emission Zones.



● Bespoke Bodies will install at customers' premises.

The Warrington-based company has struck an exclusive deal with exhaust treatment specialist GreenUrban to supply and fit its unique emissions abatement devices for the removals industry. The manufacturers claim the device will bring vehicles as old as Euro 3 up to Euro 6 standards, enabling them to be used within the Clean Air Zones and Ultra Low Emission Zones due to be introduced in London and several other UK cities in 2019.

Laura Yardley of Bespoke Bodies explained, "These emission standards are of particular concern for movers as they operate large, highly customised vehicles that represent a significant capital investment. Replacing them with new vehicles is simply not cost-effective, and neither is paying the crippling daily fees. The understandable anxiety this is causing among our customers led us to seek out an answer to this looming problem. It's for this reason that we've teamed up with an exhaust specialist to offer movers a straightforward and inexpensive solution: the Euro 6 Retrofit."

The pollution caused by diesel engines has been the focus of ever-tighter regulation in recent years,

and there's every sign this is likely to continue. The particulates produced by unfiltered diesel engines contain Group 1 carcinogens, and the oxides of nitrogen (NOx) emitted are known to cause and worsen several serious respiratory diseases, such as emphysema and bronchitis.



**"As the uLEZ and CAZ introduction date draws near, we are already seeing demand for these systems rising steadily. We anticipate there will be a 'mad rush' in the run-up to the date ..."**

Laura Yardley

For this reason, the introduction of the London Low Emission Zone (LEZ) in 2008 has seen operators with Euro 3 and older vehicles charged daily fees of up to £200 per day for entering the zone. In 2019, the Ultra-Low Emission Zone will come into force, with additional fees of £100 per day for vehicles not compliant with Euro 6.

Laura continued, "The conversion to Euro 6 has been done on vehicles as old as Euro 3, so it's pretty safe to

say that practically all of the trucks now on the road can be converted. The cost depends on the actual vehicle, but is usually around £13-£15k. Compared to the cost of replacing with new vehicles, it's a no-brainer. For movers who regularly operate in London or one of the proposed Clean Air Zones, the fees saved alone will probably pay for the conversion in under a year."

Bespoke Bodies says the conversion takes between two and four days to install, depending on the vehicle, and can be carried out either at its factory in Warrington or in the customer's own workshop.

Although 2019 seems a long way off Laura is urging moving companies to get in touch without delay. "18 months sounds like a long time, but it really isn't," said Laura. "As the uLEZ and CAZ introduction date draws near, we are already seeing demand for these systems rising steadily. We anticipate there will be a 'mad rush' in the run-up to the date that will probably result in longer lead-times for installations, and that may mean movers are left with little

option but to pay the exorbitant fees while they wait for their slot. The last thing we want to see is movers left unable to work, so to help them, we're offering an early adopter package on the conversion that has a full five-year warranty - two years more than standard - so that movers don't lose anything by converting early. Getting everything sorted out now will really pay dividends later."

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

## SEMINAR COULD SAVE YOUR BUSINESS

It's not usual in life or business for victims to be penalised, but when it's related to the new General Data Protection Legislation (GDPR) that comes into law next year, that's exactly what's going to happen. Get it wrong and you could lose your business (see page 40).

Small and medium sized businesses have received a stark warning after the Information Commissioner's Office (ICO) handed out a substantial fine to the victim of a cyber attack. The investigation revealed that the company held card details for too long, didn't make password systems complex enough and allowed access to unencrypted data that contributed to the attack and failed to protect the details of its customers.

Sally Anne Poole, ICO Enforcement Manager, said "Regardless of your size, if you are a business that handles personal information then data protection laws apply to you. If a company is subject to a cyber attack and we find they haven't taken steps to protect people's personal data, they could face a fine from the ICO. Under new GDPR rules coming in – those fines could be a lot higher."

Moving companies handle personal data all the time so this industry is particularly at risk.

On 9 October, 2017 there is a one-day GDPR Summit designed to guide companies through the key principles of GDPR and provide an actionable framework towards compliance. It costs £695 + VAT, register before the end of August 2017 for an early-bird discount (£495 + VAT). More information from: <http://www.gdprsummit.london>.



● Visit [www.gdprsummit.london](http://www.gdprsummit.london).

**MARKETING:** WHERE NOT TO USE A LOGO

● Nice logo, but where's the sales message? Branding isn't intended to communicate a specific proposition.



# No one cares about your logo

A logo is not a sales proposition, so you shouldn't use it like one, advises freelance graphic designer Simon Taylor.

**P**rinted collateral is still an effective way for businesses to engage with existing and potential customers, despite the rise of online forms of marketing and social media. The sense of being handed a piece of treasure experienced by someone when you give them a real-life, glossy, well-crafted brochure cannot be replicated by any amount of digital wizardry.

Likewise, browse the pages of this magazine and you'll find around half of them bear the work of companies who know that press advertising is still a cost-effective means of getting their message in front of the right people.

All printed, physical sales material has the same purpose: communicating a specific message. Unfortunately, not all of them make full use of this potential and all too often, you'll see a logo where the message should be.

In my experience there are two reasons for this. Firstly, among the blizzard of wisdom freely offered about the necessity of branding these days, it's easy to

misinterpret advice and give the logo greater priority than the headline in the mistaken belief that promoting the brand will generate enquiries better than a clearly stated proposition would.

Secondly is the frequently encountered and erroneous belief among SMEs that a logo that cost hundreds, if not thousands of pounds to develop, simply is not returning on the investment if it isn't routinely front and centre on all the company's sales literature. Ask any designer of more than a few years' experience if a client has ever told them, "Make the logo bigger", and I guarantee you'll either be met with a stream of abuse or a knowing, wry smile.

The key point is that headlines and logos are two entirely different devices that perform symbiotic, but different functions. When the need is to put out a sales message, use words. Branding is not the same as selling, and using a logo out of context in this way will say nothing. People will not engage with it and as a result, they won't care.

**The key point is that headlines and logos are two entirely different devices that perform symbiotic, but different functions. When the need is to put out a sales message, use words.**

## Simon Taylor

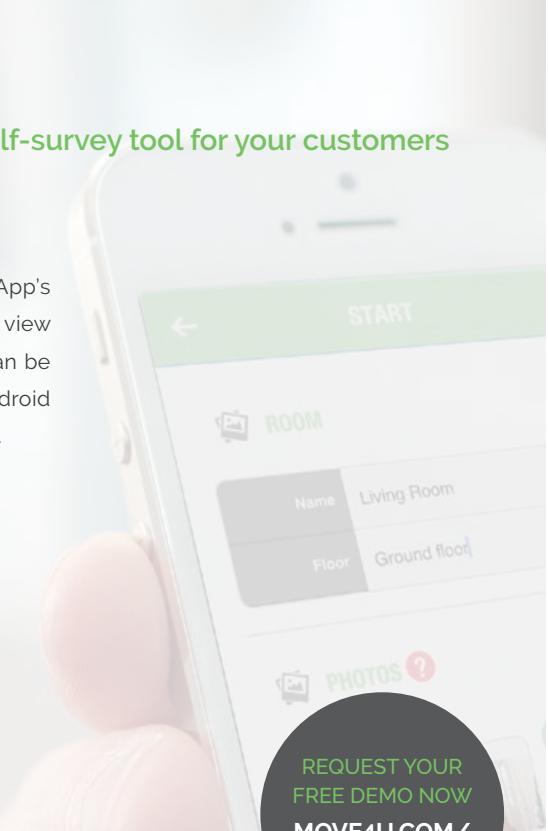
Simon has designed *The Mover* since its launch in 2011. To find out more about his services you can e-mail him at: [talk2ilike@btopenworld.com](mailto:talk2ilike@btopenworld.com).



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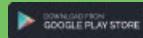
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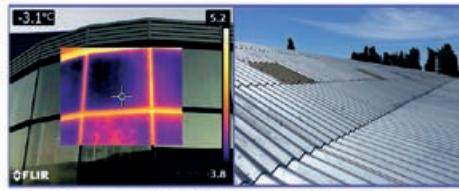
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## CASE STUDY

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The steel work has now been erected for Phase Two, creating a service and drop off bay along with three additional floors of storage.



**NEWS: UK**

● Left to right: Fay Chapman, John Shaw, Simon Gill, and Tony Cade.

## Leeds' oldest removal firm celebrates 150th birthday

The oldest removal firm in Leeds is celebrating its 150th birthday – having helped more than half a million homeowners move into their new property.

**B**ritannia Turnbulls launched as a family business - Turnbulls of Leeds - back in 1867. Over the course of its 150-year history, the company has moved over 500,000 households throughout the UK and internationally, transporting well over 20 million boxes and tea-chests full of precious belongings.

A well-known head of the Turnbulls company in the 1960s was Mayor of Leeds Colonel Lawrence Turnbull, who had been awarded the Military Cross in World War Two and was also a local magistrate. Having quietly worked with celebrities and dignitaries across the Yorkshire region, the firm also famously moved Sir Edmund Hillary's

**"It's amazing ... how many people we've helped settle into new homes in 150 years."**

Fay Chapman

kit to the Himalayas during his first expedition to the summit of Mount Everest in 1953.

The firm, which is a member of the British Association of Removers, has a fleet of 15 iconic green trucks transporting property across the country. It has worked its way through more than 200 different removal vans over the past 15 decades, and travelled over 13 million miles on behalf of customers. It became part of the Britannia Group in 2014.

Two of the current members of staff have worked at the firm for well over 20 years; Fay Chapman, Office Manager, and Martin Gardener, Senior Foreman. Fay commented, "There's obviously been quite a lot of changes in the 27 years I've worked here, but I can't even begin to imagine how much it's changed since the 1860s! It's amazing to think how many people we've helped settle into new homes in 150 years. Hopefully there's been lots of happy homes and fond memories. As we know, moving day can be stressful, but we always aim to help make it as easy as possible for customers, even down to offering a full packing service for them if they want us to. Moving house is the start of a new adventure, and it's a privilege to be part of that"

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

## Gauntlet launches new legal expenses insurance cover

**L**eeds-based commercial, HGV and courier insurance specialist, Gauntlet Group has launched a new legal expenses policy that the company claims should prove hugely attractive to transport managers.

The new legal expenses cover, which has been specifically tailored for the transport sector, is provided by ARAG UK, part of

ARAG SE – a global leader in legal expenses protection.

The policy costs just £100 plus Insurance Premium Tax to cover the first vehicle in a fleet and £25 plus IPT for each vehicle added.

Gauntlet Director, Ian McCarron said, "Gauntlet is once again leading the way in offering its clients outstanding protection

that is current and relevant. We would urge all transport operators and fleet managers to take a good look at this legal expenses cover, as we believe it to have a place within the suite of protection that the majority of operators and fleets require for their business' financial security."

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

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● How long will it be before household goods can simply be printed on demand in the same way as machine components and replacement parts?

# A GLIMPSE INTO THE FUTURE?

By Steve Jordan

**A**ccording to a recent market research report by Markets and Markets, the 3D printing market is expected to be worth US\$32.78 billion by 2023 – that's an annual growth of 25.76% between 2017 and 2023. The growth is attributed to factors such as the ease of development of customized products, the ability to reduce overall manufacturing costs, and government investments in the 3D printing projects for the development and deployment of the technology. The market for the desktop segment is predicted to grow even faster.

3D printing has started penetrating into new markets such as electronics, biomedical, pharmaceuticals, food, education and construction. How long will it be before consumer and household goods are included in this list?

The moving industry, like all others, is in continual change. One constant, however, has always been the adage that 'you can't get a computer to move the boxes'. That might be true, but what if there is no need to move things anyway? What

happens when people don't move their furniture, china, kitchen stuff or clothes, they just print new whenever they need it?

**What happens when people don't move their furniture, china, kitchen stuff or clothes, they just print new whenever they need it?**

It might not be a threat for the current generation of movers, but in 20 years' time? What then? 3D printing could be the greatest threat the household moving industry has faced in its history. Ten years ago it would have been hard to imagine the world as it is today. The pace of change is accelerating, as it always has. Life for us in 20 years is, now, impossible to predict or even imagine.

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## TECHNOLOGY: VIDEO SURVEYS

# 5 reasons to use video surveys in your business

Video surveys are proving increasingly popular in the removals industry. Damien Seaman from Buzzmove – which launched its Gobuzzsurvey video solution earlier this year – explores the benefits of the new technology.

**T**he removals industry doesn't have a great reputation for innovation. But video surveying seems to be the exception. Here's why recorded remote video chat is making waves. And why you should consider trying it in your own business.

### 1 They are ideal for international and corporate relocations

The dynamics of corporate moving have changed. Budgets are lower and employees are moving fewer belongings than in the past. To Gerson Relocation, this means a higher number of smaller-volume moves. For them, video surveys are perfect.

"Technology is a fantastic enabler in today's frantic world. We've certainly found this to be the case with the launching of our remote video survey service," said Mark Rising from Gerson. "It helps us keep our customer at the centre of everything we do."

"Corporates also want their moves to be trackable," adds Phil Oakey from Gerson. "Having a video record of what was agreed at the time of the survey helps the client to understand and review every aspect of a move."

Louis Spies from White & Company said his firm was eager to start using video surveys for European moves. Another company said that just offering video surveys could help win relocation contracts from big corporates – especially in the tech sector.

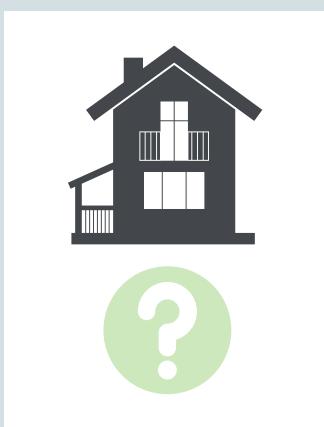
### 2 You might get left behind if you don't

We estimate that 25% of large relocation companies are trialling video survey providers, or already using one full-time. There are two reasons for this. The first is to offer clients more choice and convenience. The second is to build a reputation for innovation. "It shows potential clients you are progressive in your change management and attitude toward technology," one of them said.

"We expect a huge increase in demand and for video surveys to become the expected norm," said Onkar from Eagle Relocations. Grant Hodgkins from Pearsons said: "We aim to be a company that moves with the times, which is often not the case in this industry."



● Buzzmove's Gobuzzsurvey video survey technology.



### 3 Customers are increasingly demanding them

Several companies we spoke to said demand for video surveys is increasing. "In the last couple of months corporate clients have been asking for it because they're more aware of the possibility," said Louis from White & Company.

Another company added: "Millennials are coming through fast as an influential demographic. The volume of goods they're shipping is that much smaller, and they don't necessarily want to know the fine details that come with a face-to-face survey. Our expectation is that demographic is more likely to choose video surveys."

**"With video we could do 6-10 surveys a day. Perhaps 12. Depending on the nature of the video survey..."**

### 4 They can help transform your business and increase your profit margins

Every company we spoke to anticipated that their use of video surveys would increase in the next six to 12 months. One of them said they planned to use video for up to 90% of booked moves and 60% of quotes. Yet companies were also clear that video would not replace traditional physical surveys. As Louis Spies said, "Video is a handy way to deal with overflow surveys, where we don't have capacity for physical surveys."

Grant from Pearsons agreed: "Especially at this time of year, anything that can reduce time is a big bonus, as we're getting around 5,000-6,000 enquiries per month."

And, as Mike Bentley from Gerson put it, "Video is a way for us to do stuff smarter."

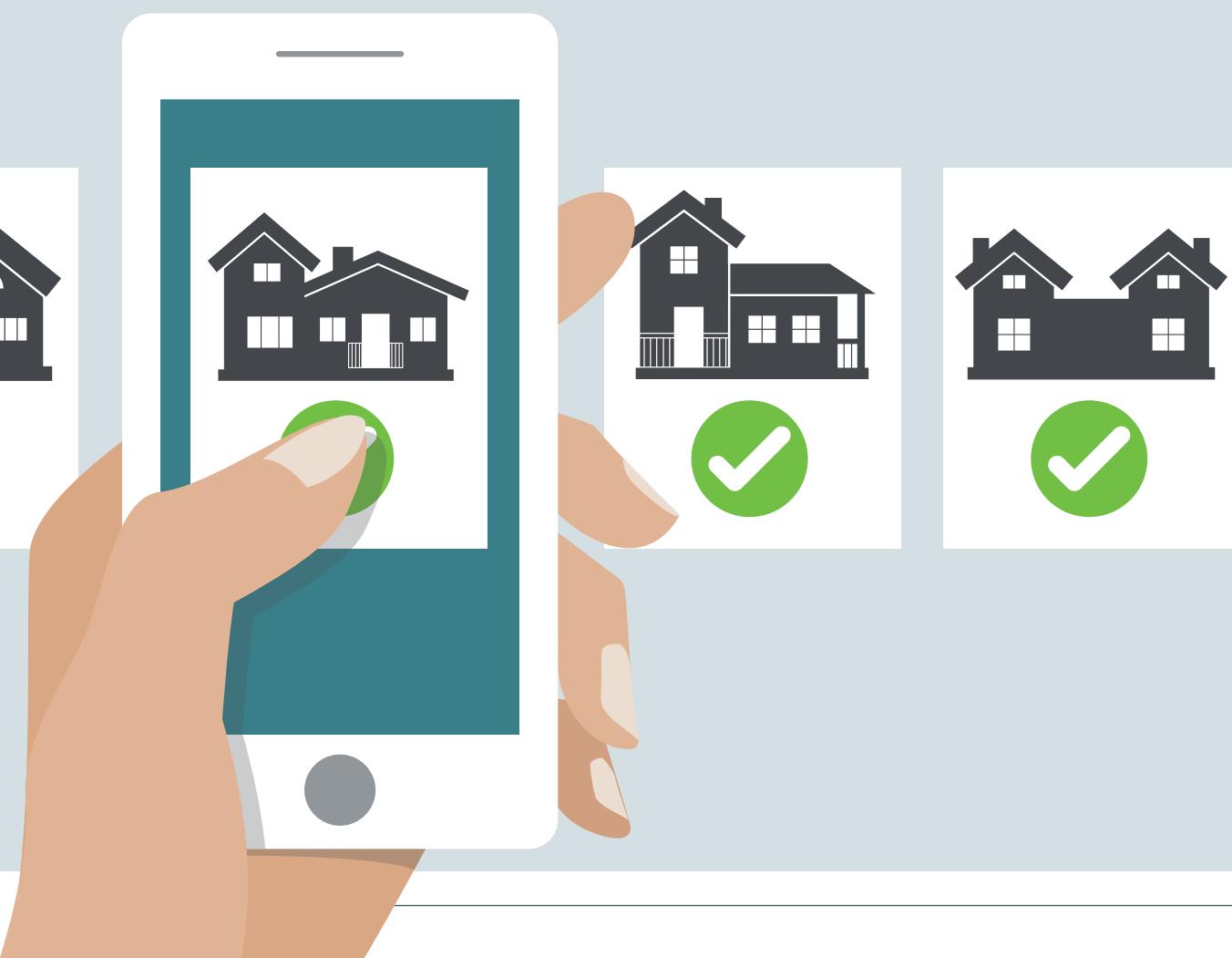
Reducing survey costs was also a major benefit for the companies we spoke to. Estimates of physical survey costs varied, from £50 all the way up to £250-£300 per survey, depending on distance.

"With video we could do 6-10 surveys a day. Perhaps 12. Depending on the nature of the video survey, the time it takes to review and write up afterwards," said one.

### 5 The cost of them has come way down in the last 12 months

Just last year, video surveys would cost you \$25 (£20) per survey, or \$90 (£72) for a survey plus cubing. Now, thanks to more competition, the price has come right down. It now averages £10-£16 per survey, £25 for a full service option where the provider does it all for you, and £48 for a survey with automated cubing. Depending on which provider you choose.

In summary, Grant from Pearsons added: "Video surveys are much quicker and far cheaper than a physical survey. Add to this the benefit of out-of-hours surveying, recorded surveys and being able to perform a survey wherever has an Internet connection; then you're really on to a winner."



## NEWS: INTERNATIONAL



● Left to right: Nick Kerr, Marc Smet and Marcel Jörg.

## Gosselin Mobility acquires moving division of Packimpex

The pan-European group Gosselin Mobility has acquired the moving activities of Packimpex with effect from 1 July, 2017.

**T**he deal concluded between Marc Smet (CEO and owner of Gosselin) and Marcel Jörg (CEO and owner of Packimpex) includes the moving and storage activities and real estate properties of Packimpex.

The move follows on the heels of Gosselin's recent merger with DT Moving in the UK and France, expanding the group's European presence into Berne, Basel, Zurich, Geneva and Eschbach in Germany.

Announcing the acquisition, Marc Smet said, "This is an exciting opportunity that brings Gosselin

Mobility into the Swiss market as a major player. Switzerland is renowned for its large corporate and diplomatic moving opportunities. Packimpex's customer-oriented culture and innovative services have always impressed me."

Marcel Jörg said that the move makes Packimpex more competitive. "As large corporations and relocation management companies continue to reduce their supply chain, it is of utmost importance for our moving business to be part of a strong pan-European organisation," he explained. "We want to continue

responding to the increasing customer demands in technology, legal and compliance while maintaining our competitiveness. It is my firm belief that we will achieve this as part of Gosselin Mobility. I am convinced that our moving and storage business, and the respective teams, will have a prosperous future."

In regards to staffing and personnel, Nick Kerr, Gosselin Mobility UK's Managing Director said, "We will combine the talents of the respective staff in our businesses into a single forward-

looking team. There are many synergies and very little duplication amongst the personnel, which means security and enhanced career opportunities in the longer term."

Ernst Jörg, founder and President of the Board of Packimpex and well-known industry expert believes that the transaction will provide clear opportunities for growth. "In response to the changing markets and the evolution of the customer needs, the Board has decided some time ago to take a next and important step to safeguard the interests of customers and staff and to open the door for new opportunities and further growth," he said. "It takes courage and vision to move forward in good times and to be proactive rather than re-active in a fast moving environment. We are happy that we have found Gosselin, an organisation that is willing to build on our strengths. Together we can best respond to the needs of tomorrow's customer of this fantastic moving industry."

**"We are happy that we have found Gosselin, an organisation that is willing to build on our strengths."**

Ernst Jörg

Packimpex was founded in 1997, employs over 220 people and has 11 offices in Switzerland and a moving hub in Eschbach, Germany. Gosselin group was founded in 1930, employs over 800 people and has 56 group offices in 34 countries.

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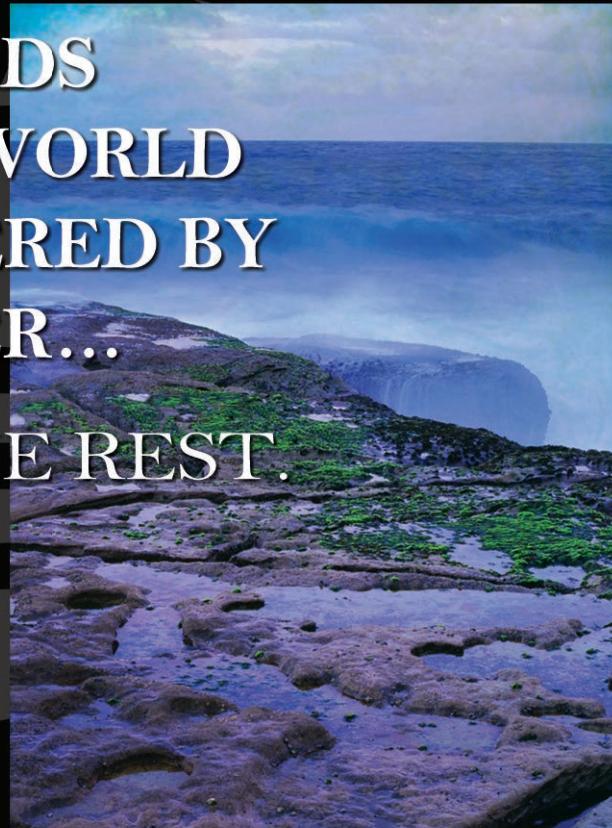
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**TRANSPORT:** CITY CONGESTION

# Keeping things moving in the city

Congestion is a critical city logistics issue that demands commercial transport solutions, writes Craig Ryder, Director of Go Supply Chain.

**C**ongestion, created by both road freight and passenger vehicles, means slower speeds resulting in longer commercial vehicle trip times. And factors are mounting to make congestion a critical urban logistics issue, not least the rapidly expanding urban population. The latest Office for National Statistics figures reveal a 3.4% growth in UK city regions between 2011 and 2015 compared with a 2.5% growth in the rest of the UK. London, which stands apart as a global 'megatropolis', grew by 5.7% – twice the national rate and is forecast to be knocking on the door of ten million residents by 2024.

Londoners are living and working in an increasing number of buildings converted into multi-tenanted developments and new, mixed-use skyscrapers. These densely populated buildings generate multiple deliveries but often lack a consolidated loading bay and internal delivery system, resulting in commercial vehicle drivers parking vehicles while making time consuming treks to find the apartment or office.

Delivery vans can negotiate the obstacles of urban deliveries better than large lorries but lack their economies of scale, thus there are more on the streets. According to Department of Transport (DoT) road traffic estimates for Great Britain, a decline in lorry traffic on urban roads (a reduction of 0.8 billion vehicle miles between 2000 and 2016) has been offset by a corresponding increase in van traffic on these roads (an increase of 4.5 billion vehicle miles over the same period).

## The technology route

In addition to alternative transport modes, such as electric vehicles, technology can be deployed to reduce traffic. For example, it is helpful to identify traffic hotspots. During September 2016, data analysis company Inrix monitored traffic on every road in 123 cities including London, Cardiff, Paris and Hamburg. It found more than 20,300 so-called 'traffic hotspots' in UK cities – well over double the number in Germany and twice that of France.

Efficient route scheduling and load optimisation systems are well known as being helpful in finding the most efficient delivery routes.

Many are looking to autonomous vehicles to contribute to more efficient traffic flows. These self-driving machines,



## Congestion is partly the result of governments not being able to reconcile demands for road use with the available supply.

equipped with 'intelligent' mapping systems and connected to a vast pool of data stored in the Cloud, will be able to anticipate congestion and dynamically re-route accordingly, ensuring that the best route is always followed.

## Better organisation

Commercial transport will be speeded up if it can be switched to less congested 'out of hours' periods. In London for instance, the majority of delivery journeys normally take place between 07:00 and 11:00 when the roads are busiest. During the London 2012 Olympic Games, however, many businesses avoided disruption by changing the times of their deliveries.

Other ideas have been tried to improve congestion on major roads within towns and cities, with a limited amount of success including: High Occupancy Vehicle (HOV) lanes to promote car-pooling; reversible lanes, applied at peak periods on busy routes; tolls and congestion charges.

All these measures can alleviate the problem but will not solve it. Congestion is partly the result of governments not being able to reconcile demands for road use with the available supply. Transport for London (TfL) is taking a lead by

encouraging logistics companies and transporters to develop a Delivery and Servicing Plan (DSP) that should help individual firms manage their deliveries better and save money as a result. TfL will use these voluntary plans to provide input for urban planning and road network projects.

One thing is for sure: without action, congestion in cities will make it increasingly difficult to fulfil everyday life in the manner that everybody has come to expect.

## Craig Ryder

**Craig is Director of Go Supply Chain Consulting Limited, a logistics consultancy firm offering supply chain and logistics consulting services to clients across industry.**





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## NEWS: INTERNATIONAL



● Arpin Charitable Fund Board of Directors from left to right: Mark Dearborn, Karen Bannon, Michael Killoran, Kathleen Frazier, Chris Kunzmann and Brian Asay.

## Arpin Strong Golf Tournament raises \$31,000 for charity

The Arpin Charitable Fund has announced that its Fourth Annual Arpin Strong Golf Tournament, held at the New England Country Club in Bellingham, Massachusetts in June, has successfully raised \$31,000 for charity.

The Arpin Charitable Fund, also known as Arpin Strong, was formed to help those in need during natural disasters, or when unfortunate circumstances arise, by participating in community-based volunteer projects and fundraising events throughout the year.

"Our fourth charity golf tournament has become our most successful fundraiser to date," said Michael Killoran, Co-chairman of the Arpin Charitable Fund, Inc. golf committee and Chief Financial Officer of Arpin Group. "Thanks to the generosity of our valued sponsors, business partners, agents, Arpin employees, community and friends, we are able to give more to our four beneficiaries."

Of the funds raised, \$28,000 have been split equally in denominations of \$7,000 and donated to the following charitable organisations: Honor Flight New England, The Jimmy Fund / Dana Farber Cancer Institute, Mitochondrial Disease Action Committee and Teach for America. The remainder of the funds will be used to promote other non-profit organisations and to continue with regular monthly donations to various charities.

Major event sponsors were Courtney International Forwarding, Citrin Cooperman, International Logistic Services, Carousel Industries, KHZ Movers, AIT Worldwide Logistics, Ross & Company and Capacity Coverage Company of New Jersey, Inc.

The Fifth Annual Arpin Strong Golf Tournament has been scheduled for May 19, 2018, at the New England Country Club.



## DKV WINS 'BEST BRAND 2017' AWARD

German fuel card and mobility services provider DKV Euro Service has been voted 'Best Brand 2017' for the 13th year running by the readers of *Lastauto Omnibus*, *Trans Aktuell* and *Fernfahrer* magazines. The official awards ceremony took place on 21 June at Ludwigsburg Palace in Germany.

Gertjan Breij, Managing Director DKV Euro Service Benelux and UK said, "We are proud to have been chosen as the winners of this important competition in our home market."

A total of over 9,680 readers with a keen interest in the industry took part in the poll, which was carried out with the support of the certification organisation DEKRA. The poll consisted of 24 categories and the readers were asked their opinion on the brands whose products had made an impression upon them.

● [www.dkv-euroservice.com](http://www.dkv-euroservice.com).

## Kuehne + Nagel first to disclose CO<sub>2</sub> emissions

From May 2017, Kuehne + Nagel has shown the total amount of CO<sub>2</sub> emissions generated by seafreight shipments on its invoices to help shippers identify their carbon footprint from transport operations. The company claims to be the first in its sector to do this.

"Our goal is to raise visibility and awareness of the environmental impact within the seafreight supply chain," said Otto Schacht, member of the Management Board Kuehne + Nagel International AG responsible for seafreight. "This will improve decision making with

respect to carbon emissions. Due to our global IT operating platform we are able to deliver customised reporting and digital solutions not only in our core business, but also in areas such as sustainability. In order to meet the customer's own CO<sub>2</sub> reduction targets we can assist

with moving the cargo, generating the lowest possible carbon footprint."

The new CO<sub>2</sub> disclosure on invoices enhances the existing calculator and is part of Kuehne + Nagel's evolving carbon management programme.



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● David Pascoe cuts the tape in the new office.

## Cartus Corporation opens new office in São Paulo

The Cartus Corporation has expanded its presence in Brazil with the opening of a new, larger office located in São Paulo.

**T**he new location will support the company's growing team, continuing to provide on-the-ground, local relocation support to its international client base.

Cartus opened its first office in São Paulo in October 2014, supporting successful relationships with clients doing business there. Organic growth and expansion inspired this move to its new office, which is located just one block from Paulista Avenue: São Paulo's largest financial and corporate district.

David Pascoe, Senior Vice President, Client Services said, "By opening this new office and expanding our footprint in Brazil, we're reinforcing our support of our multinational clients doing business there, balancing globally consistent mobility delivery models with local nuances and requirements."

Caio Leal, Client Services Director, Brazil, shared his thoughts on the value of face-to-face interaction with clients. "Our clients love our new location, as well as the opportunity to work with us in a highly personal way," said Leal. "Our clients here have grown to see us as an extension of their own teams."

**"Our clients love our new location, as well as the opportunity to work with us in a highly personal way."**

Caio Leal

Cartus currently has 18 offices on four continents throughout the world.

## Fewer EU nationals considering moving to the UK

The growth of EU nationals looking to move to the UK has fallen in the year since the EU referendum, according to new analysis of traffic to leading flatshare site SpareRoom.co.uk.

In the 10-month run up to the referendum, the number of EU nationals considering moving to the UK was up by 14.7%, but in the same period following the referendum that dropped to a growth of just 4.35%.

The number of people looking to move to the UK from Eastern European countries is falling. In the period of July 2016 to May 2017, the number of Slovaks planning to move to the UK fell by 8% and the number of Poles fell by 5.43%. Numbers also fell in Hungary (-3.18%), Romania (-2.78%), Estonia (-2.71%) and the recently renamed Czechia (Czech Republic) (-2.21%). Out of the top 15 countries recording falling numbers, 13 were EU Member States.

Yet some EU countries are seeing rapid growth in numbers of people looking to move to the UK, including Croatia (17.83%), which has only had the benefit of free movement since 2013 and Greece (17.53%), which is suffering a financial crisis and brain drain, leading people to look elsewhere for work, regardless of Brexit.

Growth in non-EU traffic in the period following the EU referendum ran at 8.73%, compared to 19.65% in the pre-referendum period. Despite a drop in the growth of traffic from

the United States (up 16.78% compared to 49.13% pre-referendum), there was a significant spike in Americans looking to move to the UK around the November election, which saw Donald Trump elected president.

**...there was a significant spike in Americans looking to move to the UK around the November election, which saw Donald Trump elected president.**

SpareRoom Director Matt Hutchinson comments, "With so much uncertainty over what Brexit really means, it's no surprise to see interest in moving to the UK from EU countries in decline. Until people know how their freedom of movement and right to reside will be affected it's hard for them to make long term decisions.

Key Eastern European countries such as Poland, Slovakia and Romania, which have traditionally supplied large number of workers to the UK, are showing the biggest drops in traffic.



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## NEWS: INTERNATIONAL



● Mark Dearborn (back row, second from right) with other house-building volunteers; above right: (in front) helping to unload timber for the project.



Mark described his feelings about returning home after the experience: "I came home after LACMA with a completely different perspective and have tried to pass that message along to friends, family and co-workers. We take things for granted and especially in the United States. Tacho has reminded me of that and my message to everyone is that life is good for us, love life every day and do not worry about the small things. It can always be worse."

Arpin Group seeks to positively transform the moving industry through its green initiatives. Understanding that the world's natural resources are limited and fragile, the company considers environmental protection and sustainability to be consistent with its overall goals and values and an important consideration in its operations.

The Arpin Charitable Fund, also known as Arpin Strong, was formed to help those in need during natural disasters, or when unfortunate circumstances arise, by participating in community-based volunteer projects and fundraising events. Arpin Strong announced in its 2016 year-end report that it has raised over \$80,000 and donated to 37 charitable organisations. Since its founding, Arpin Strong has raised over \$234,000 for the community.

## Arpin International Group wins LACMA corporate social responsibility award

Arpin International Group has won the 2017 Corporate Social Responsibility Award, presented by the Latin American and Caribbean International Movers Association (LACMA), for its commitment to the environment and the global community it serves.

**M**ark Dearborn, Vice President of Corporate Accounts, accepted the award from LACMA Immediate Past President Walter Laffitte on behalf of Arpin International Group.

Mark Dearborn recently joined about 40 of his industry peers in Guadalajara, Mexico, to take part in a community service project organised by the Tacho Program where he helped build five houses for the homeless in the two days

before the LACMA Conference in Puerto Vallarta. The Tacho Program is a social responsibility initiative that runs throughout Latin America. It focusses on building houses for hand-picked communities with the goal of making them sustainable.

## Rail freight from China to Scandinavia

**G**reencarrier Freight Services has launched a new rail service from China, through Russia and Belarus, to Sweden by rail. Previously, the goods were cross-docked in Poland. The new service unloads the cargo in Hamburg and reloads the containers for onward transportation to Scandinavia and via the company's new hub in Hallsberg in Sweden.

**Increased demand China - Europe**  
Greencarrier has reported that it

has seen a big increase in demand for rail freight between Asia and Europe. It is stepping up its service, in common with some other carriers, to meet this demand. In 2016 there were around 1,800 trains carrying goods between China and Europe; by 2020 the figure is expected to increase to 5,000. The company also says that customers are increasingly looking for sustainable services.

The company, which strives to operate in a sustainable way, said that the service is part of

its programme to reduce CO<sub>2</sub> emissions by 15% by the end of 2017 when compared with 2015. The service is currently only for FCL at present however Greencarrier is investigating the possibility of providing an LCL service in the future.

### Reviving the Silk Road

In an effort to cut the transit times between China and Europe, China has decided to revive the ancient Silk Road, with multi-billion USD investments for various

infrastructure projects for both maritime and land transport in multiple countries. This major investment includes more than 50 rail connections between European and Chinese cities. Geographically, the venture comprises 65 countries and is funded by several international players, including multilateral financial institutions.

The new Silk Road is expected to cut delivery times in half, be kinder to the environment and help combat the high cost of air transport.

## Somali piracy on the increase

Independent, specialist risk consultancy, Control Risks, recorded 17 incidents of piracy and armed robbery attempts off the Horn of Africa by Somali pirate groups so far in 2017.

**T**his increase demonstrates the renewed intent of Somali pirates to target ships operating in the region.

Between April and May there were five attempted hijacks of vessels, which included two cargo bulk carriers, a chemical tanker, and a combined chemical and oil tanker. There were also at least eight approaches reported by merchant vessels. This spike in incidents serves as a reminder to vessel operators, who may have drifted away from disciplined adherence to recommended best practice.

Another flurry of incidents could accompany the improvement of sea conditions towards the end of the year and the beginning of 2018. Pirate groups seeking calmer waters may also move north to

the Gulf of Oman, where at least one Somali group is suspected to have operated this year,

Cormac McGarry, Maritime Risk Analyst at Control Risks said, "While we have recorded a limited surge in Somali pirate activity in the first half of the year, it is unlikely to span beyond its current scope. However, the increase should serve as a reminder to vessel operators and governments with naval forces in the area that the threat remains."

Vessels passing through the high-risk area are likely to return to the best management practice measures which were essential in reducing Somali piracy five years ago. Similarly, international naval forces whose attention may have been diverted elsewhere after the decline in 2012 will resume a closer watch in the area.

## Oman-Beverly Smyth has been awarded AEO certification

**O**man-Beverly Smyth (Bond Business Support Ltd), has been awarded AEO certification, Europe's equivalent of CT-PAT. The award was made by the Irish Revenue Commissioners and is a European-wide certification, this is a first for the moving business in Ireland.

Authorized Economic Operator (AEO) is a certification for companies that demonstrate a strong track record of customs compliance, processes and systems to ensure customs controls, financial solvency,

physical and security standards.

Rob Gilbert CEO Bond Business Support Ltd, said: "The achievement of AEO status for our business is in line with our strategy to ensure we take a prominent market position protecting our clients, their goods, and personal information by subjecting ourselves to rigorous governance and compliance procedures in step with European Legislation on Supply Chain Security. This is just another demonstration of our drive and commitment for continuous business improvement."



● Rob Gilbert.



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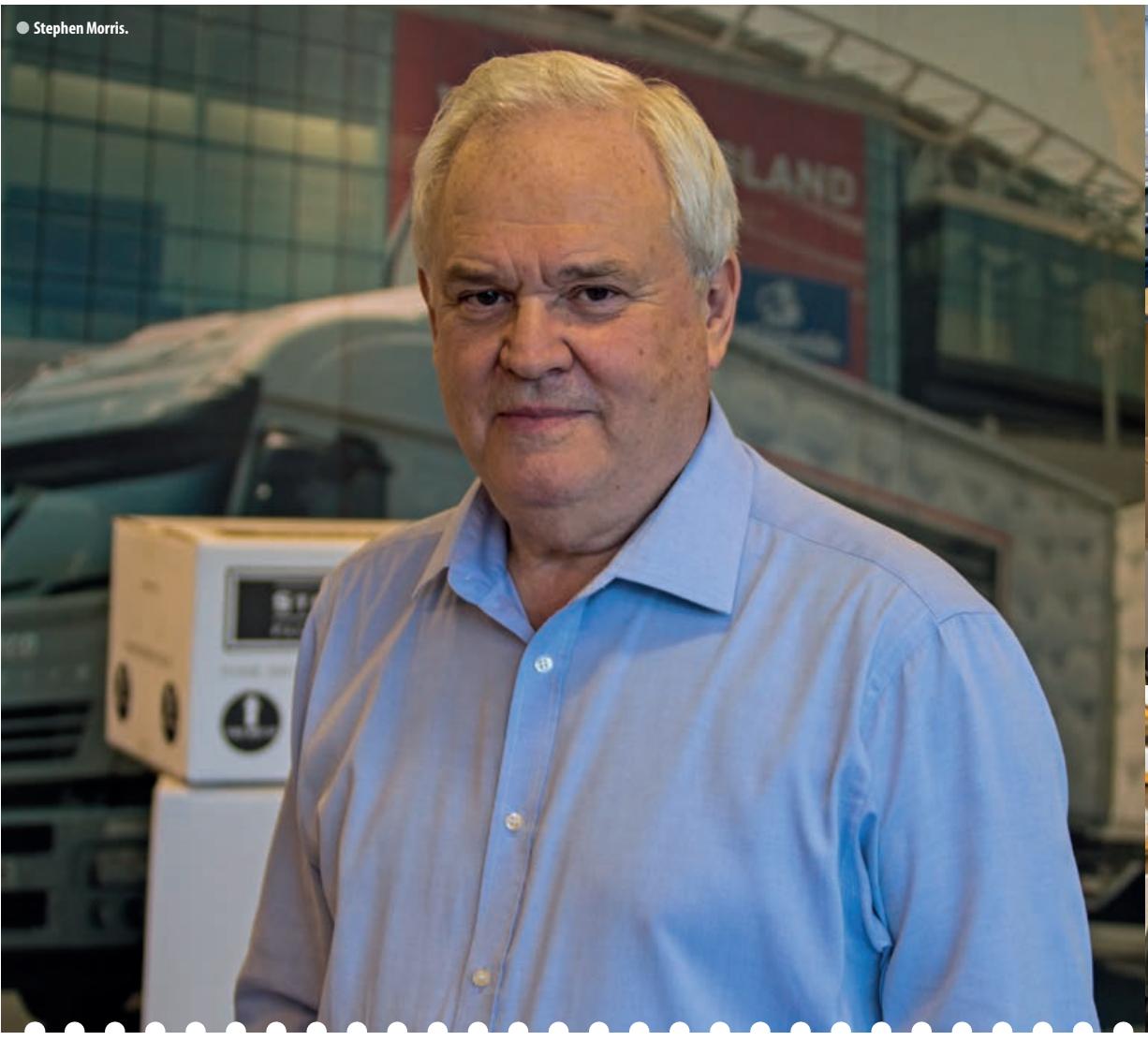


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**COVER STORY: STEPHEN MORRIS**

# From moving antiques to moving prime ministers

Deputy Editor David Jordan takes a trip to West London to find out how Stephen Morris went from being an antiques dealer to running one of London's most respected moving companies.

**T**his was the second time I'd visited Stephen Morris Ltd. The first had been on a cold November day in 2010 to report on the opening of the company's smart new premises in West London and the cutting of the ribbon by Cherie Blair.

Security is tight on the Greenford Park estate, there are cameras everywhere.

Everyone entering must stop at the barrier and state their business to the uniformed guard before being granted entry. As I stepped out of the car into the 30-degree July heat the guard greeted me with a broad smile of pearly-white teeth and directed me to 9 Ockham Drive.

Stephen met me in reception and we climbed the stairs to his office on the first

floor. On the landing, we passed a large display cabinet full of brightly coloured Coca-Cola bottles. "That's my other business," said Stephen ... I was to discover more later.

We sat outside Stephen's office on a comfy sofa overlooked by large portraits of Tony and Cherie Blair. Stephen famously moved the Blair family out of number 10 in 2007 and he and his wife Heather, who looks after the company's finances, have remained friends with the couple ever since.

Stephen started his business career as a London antiques dealer in the late sixties. "I had two shops in Highbury and sold a lot of furniture to clients In Europe," said Stephen. I really enjoyed the travelling and soon realised I was making more money from delivering the goods than selling them. One day after delivering a consignment to a dealer in Paris I overheard a conversation between two people looking for someone to take furniture back to England; so I offered them my services. That was how I got

## COVER STORY: STEPHEN MORRIS



**"Over the years we've moved hundreds of important clients ... They don't just want a moving company that can move their things safely, they want people who will keep their mouths shut as well!"**

Stephen Morris

started in the moving business."

"One of my first jobs was to ship an old armoured personnel carrier to an arms dealer in Vancouver. He also dealt in antiques and became one of our biggest clients." Many more unusual shipments were to follow, including a fountain for the

Bellagio Hotel in Las Vegas and a huge metal processing plant for an overseas car breaker. But it was antiques that Stephen really enjoyed handling and that was to become the company's core business.

Today, about 60% of Stephen's work is in the antiques and fine art sector with the rest made up of household moves, storage and hotel installations.

"We have a very close relationship with the antiques trade, in fact Sotheby's London warehouse is just across the road," said Stephen. "We also go to most of the antiques fairs in the UK and several in Europe, it's a great way to meet people in the trade and we pick up a lot of work. But we do things a little differently from our competitors in that most of our antiques delivery business is done directly with the customer. From that initial contact we've gained the trust of a lot of our high-end clients who later contact us when they want to move."

Stephen believes that trust and confidentiality are the cornerstones of his business, especially when dealing

with wealthy clients and former prime ministers – Gordon Brown and David Cameron were customers too. "Over the years we've moved hundreds of important clients including government ministers, pop stars and even royalty. We know where they live and everything they have in their homes, so integrity and trust is essential. They don't just want a moving company that can move their things safely, they want people who will keep their mouths shut as well!"

Needless to say, most of the company's business comes from recommendations from existing customers. The Blair move for example came from a recommendation by one of the couple's employees that Stephen had moved to London from America a year or so earlier.

Stephen Morris Ltd has particularly strong associations with Malta and Israel, which are now its most popular destinations. The company is the largest consolidator of household goods from the UK to Israel and it also runs a weekly groupage service to Malta and Gozo.

With so many valuable antiques and works of art being shipped around the world, packing is taken very seriously, with cases being expertly made on site to protect fragile items on the most arduous journeys. Many items are protected by cases made from tri-wall fibreboard and fittings cut from polystyrene or Ethafoam for extra protection.

Later, Stephen showed me around the warehouse where I saw first-hand how carefully everything was prepared for shipment by the packers. Sculptured figurines, pictures and even a 1/4 scale Sopwith Pup aircraft complete with forward-facing machineguns were being prepared for their journeys. I also spotted more of those mysterious Coke bottles – thousands of them, on the mezzanine floor above.

There is no doubt that Stephen Morris is one of London's premier moving companies with a client list that closely resembles *Who's Who*. Clients like that don't come easily and they certainly don't recommend companies to their friends without good reason. They clearly get things right.

But what about all those Coca-Cola bottles?

Well, believe it or not there are people all over the world who collect Coke bottles, and Stephen has built up a nice little business trading in them. Coke is the world's biggest brand and every country produces its own bottle styles and special editions. Some are rare and quite valuable. Stephen's first purchase was a quantity of special editions made to commemorate Charles and Diana's wedding in 1981. He made a tidy profit selling them on to collectors and it all came from there.

## NEWS: ON THE ROAD



● 64% of those surveyed support a scrappage scheme and felt it should apply to vehicles over eight years old.

## Drivers support diesel scrappage scheme

Around two thirds of UK road users would support a scrappage scheme for older diesel cars, vans and lorries in an effort to get the worst polluting vehicles off our roads, according to a survey by IAM RoadSmart.

The survey, by the UK's biggest independent road safety charity, asked respondents to rate the various options put forward in the government's recent nitrogen dioxide consultation but found that only 3% of respondents are confident

that the proposed measures would solve the problem quickly.

More than 1,400 people across the UK, including IAM members and non-members, took part in the survey, which was conducted in June this year. Some 64% of those surveyed said they supported a

diesel scrappage scheme, compared with 27% who did not. Most wanted any scheme to apply to cars over eight years old.

Some 83% of those surveyed by IAM RoadSmart agreed with the government's view that retro-fitting buses, coaches, HGVs, vans and

black cabs with new equipment should be the priority. However, those surveyed felt the driver as an individual also has a responsibility to drive in a more eco-friendly manner. Some 75% agreed that encouraging drivers to change their driving behaviour should play a part in the government's approach to tackling air quality.

UK drivers appear to have been influenced by the 'dieselgate' scandal as 67% of them either mistrust or strongly mistrust car makers to sell cars that will match consumer expectations for environmental performance.

Sarah Sillars, IAM RoadSmart Chief Executive Officer, said, "It is clear to me that the public at large feel the government needs to be decisive and proactive when it comes to making our air quality better. They see strong government direction as key to making sure it happens. We must not forget that drivers themselves have a part to play in the way they drive – it is within the power of each of us to become a better and more eco-friendly driver and it is our responsibility to do so."

She added, "It is, however, clear that the car manufacturers have some way to go to rebuild trust with the public - it would seem that only when their environmental claims more closely match real world performance that trust will be on the increase. Reputations take years to build and moments to fall."

## European Commission presents action plan for transport

**O**n 31 May, the European Commission presented its action plan for clean, competitive and connected mobility. The package includes a set of initiatives designed to make traffic safer, encourage smart road charging, reduce CO<sub>2</sub> emissions, air pollution and congestion, and cut red tape for businesses. Clearer rules on driving and rest times, cabotage, the elimination of 'letterbox' companies and better enforcement to tackle abusive practices and fraud that lead to unfair competition and violation of workers' rights are also addressed in the legislative package.

Until now, EU rules allowed for three cabotage operations within seven days of the international delivery. The Commission proposal

looks at allowing unlimited cabotage operations within five days. This will make it easier for enforcement authorities to control wrong-doings as well as limit the number of trucks doing empty runs, thereby sparing fuel on unproductive business.

On driving and resting times, the Commission intends to make it easier for drivers to spend more time at home, rather than on the road. Therefore, driving times will not be extended nor changes made to the number of rest periods required. Over a four-week period the driver would be able to take up to two reduced rests in a row. Compensation for the reduced rests must be added to the next regular weekly rest. Drivers will not be permitted to spend their



● One of the Commission plan's key aims is to reduce congestion.

regular weekly rest in the cabin of the truck. Employers will therefore have to provide accommodation for drivers during the regular weekly rest during a long-distance transport operation.

Lastly, the Commission plans to make vehicles under 3.5 tonnes

subject to some EU transport rules which will not overly burden smaller operators. It says this will contribute to a 'professionalisation' of the sector.

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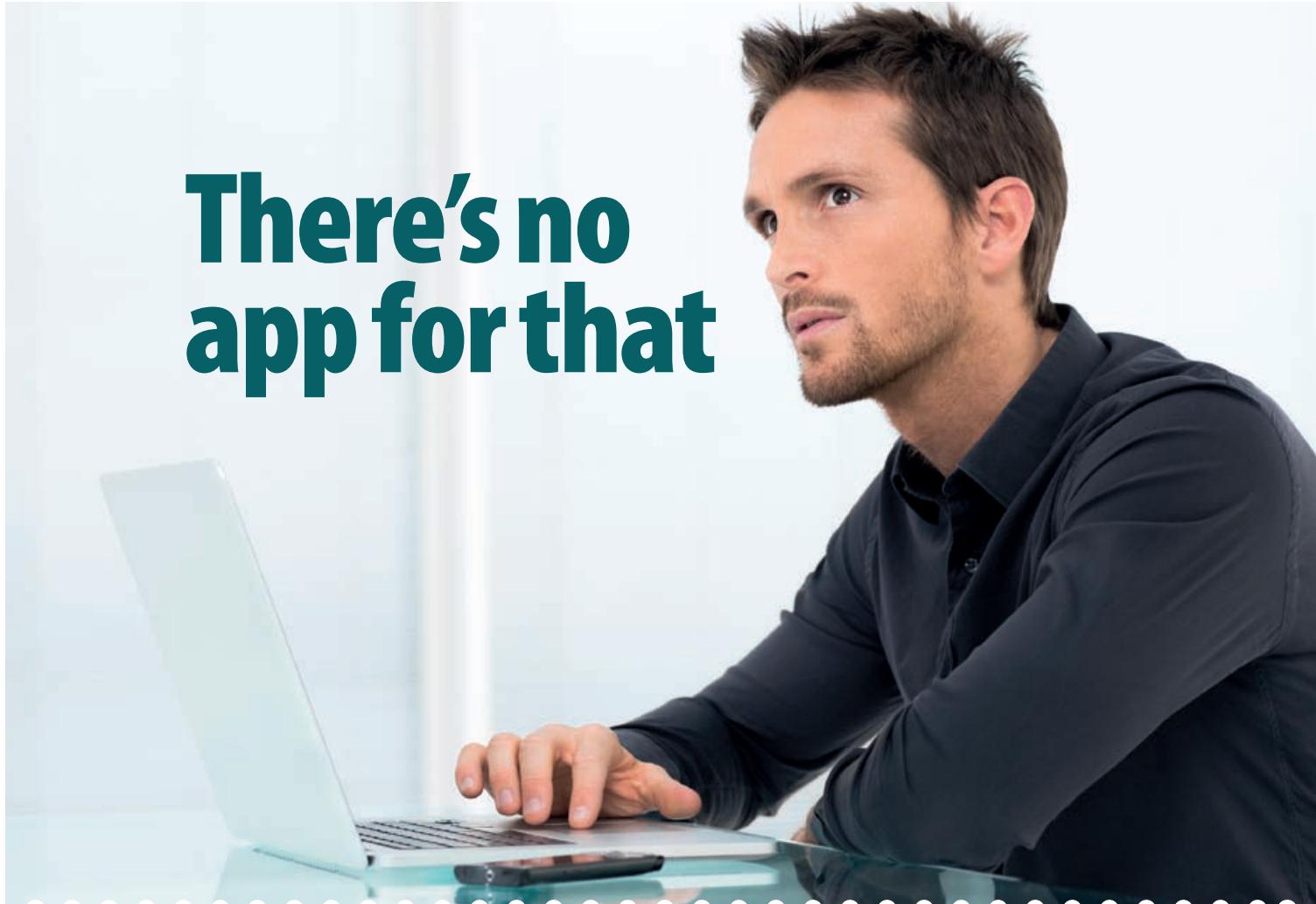
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**TECHNOLOGY: THE IMPACT ON RELOCATION**

# There's no app for that



A look at the role of technology by Jon Harman, Global Account Manager, CORT Destination Services.

I did some fascinating reading in preparation for a recent EuRA session on attention in the digital age. Pausing to consider the all-encompassing advance of technology through the eyes of neuroscientists, social psychologists, journalists, and even a political philosopher was alternatively instructional, inspiring and alarming. The authors had perspectives as varied as their professions, but when it came to our relationship with technology, their work did share at least one theme: proceed with caution.

If the personal computer was the first wave of the digital transformation, the arrival of the Internet was the second. This was soon followed by social media, and not long after, the smart phone. Each of these advances has built upon the preceding wave while also transforming our interaction with technology in its own unique way. And now, before we have even had a chance to catch our breath, the next wave is upon us.

As I write this article, Google's AlphaGo has just defeated China's Ke Jie, the reigning world champion in the exceedingly challenging board game, 'Go'. Take a big breath and duck. Here comes AI. Recently I found myself at an Expat Academy event in London. One of the presenters, Robby Wogan, devoted his session to Artificial Intelligence and the role it might play in relocation. Hold on now! Before you run off to open a bottle of wine and call a friend to grumble over apocalyptic visions of robot DSCs conducting home searches, you should know that Robby's assessment was much more optimistic.

Much of the news about AI focusses on the scary prospect of a massive transformation in the job market and devastating levels of unemployment. Then scary stuff sells newspapers, but it is important to note that there are more optimistic visions of work in the future which are not getting as much air time. In his session, Robby

discussed how AI might benefit those of us who work in mobility. Even better, he was able to share a real world example. Robby and the MoveAssist team recently won the 2017 Relocate Award for Technological Innovation in recognition of their work on Maia, the first intelligent chatbot for Global Mobility. Well done, Robby!

Maia's capabilities point the way to a future where AI improves our ability to do the important work of helping families to navigate the challenges of relocation. Imagine a mobility manager conducting a meeting in her office when a question comes up about the number of moves to Brazil the previous year. The manager holds up a finger to pause the conversation, tilts her head toward her laptop and asks, "Maia, how many assignees did we send to Brazil last year?" In a few seconds she has the answer.

Imagine a coordinator at a DSP saying to his computer, "Send the final report and

invoice for job 28754 and close the file." How many files could that coordinator close and invoice in a matter of fifteen minutes? Most of the work we do with keystrokes and mouse clicks will soon be voice activated, providing us with a more direct route to the results we are pursuing.

## Sharing difficult information about a medical condition requires a form of empathetic communication that only humans are suited for.

When it comes to reporting and analysis, useful data buried in our various systems will be a well-phrased question away. What excites me is the possibility (probability more likely) of the computer doing the necessary, freeing us to do the meaningful. What is meaningful work but that which requires us to tap into our uniquely human capabilities of creativity, strategic thinking, goal setting and empathetic connection to others. For most of us, this is the kind of work we wish we could do more of. What prevents us from doing so is the tyranny of the mundane and its demands on our time and attention. What will be possible when we can turn AI loose on those same mundane tasks?

In the world of medicine, AI has the potential to generate faster and more accurate diagnoses. That said, I don't think any patient would want a robot, no matter how sophisticated, to deliver a diagnosis. Sharing difficult information about a medical condition requires a form of empathetic communication that only humans are suited for. Research shows that patients whose doctors show empathetic concern are more likely to comply with their treatment plan, and therefore experience a more rapid and successful recovery. That same human touch is required to help a family through the emotional challenge of changing friends, school, country and culture.

In her enlightening book *Reclaiming Conversation*, Sherrie Turkle makes the valid and counterintuitive point that, just because technology can fix something, it doesn't mean that there was actually a problem in the first place. Telling a patient about a terminal diagnosis is difficult, but it does not mean that we need to develop a robot to do so. No doubt advances in AI will impact the way relocation services are delivered. It is incumbent upon those of us who care about this work to ensure that such developments are truly in the service of an improved experience for assignees and the relocation professionals who assist them. There are some moments, many in fact, when all we need is each other.



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**NEWS: ON THE ROAD**

# New tariff for UK speeding offences

By Tim Foster, Director, Pound Gates Insurance

**T**here has recently been considerable publicity regarding a new tariff of fines and other penalties for speeding that came into force on 24 April (in English and Welsh courts). Whilst some media articles implied that a totally new and/or much harsher tariff of penalties now applies to all speeding motorists, in fact the majority of those caught speeding will find the new tariff does not apply.

First it should be noted the new tariff only applies where attendance at court is required. Court attendance is usually required if you:

- Already have nine or more points on your licence (six or more if you only recently passed your test);
- Are challenging a speeding ticket;
- Haven't paid a fixed penalty fine (typically £100 and three points);
- Were allegedly speeding appreciably over the limit (e.g. 50mph in a 30mph limit).

Fixed penalty notices for lesser speeding offences will continue and so will the option, for those invited, of taking a speed awareness course



● New tariffs will not apply to the majority of those caught speeding.

instead of paying the fine and incurring three points.

Magistrates use a tariff to guide them in sentencing. It is this which changed on 24 April. Since the last revision of sentencing guidelines in August 2008, magistrates would be guided by a tariff based on the speed

limit applying and the offender's actual speed. From that, penalty points or a disqualification would be imposed, plus a fine. The penalty points and ban tariffs have not changed.

The fine used to be calculated by applying either Bands A or B to the

offender's 'relevant weekly income'. However since 24 April a further Band, C, has been introduced for more serious speeding offences: for example 51 or above in a 30mph zone or 91 and above where the limit is 60.

Band C fines are based on 150% of 'relevant weekly income' with latitude given to magistrates between 125% and 175% where certain circumstances apply.

Band B fines range from 75% to 125% of 'relevant weekly income' around a base of 100%.

Fines are capped at £2,500 for speeding on a motorway and £1,000 elsewhere. Therefore, it could be argued the new Band C fines pose little real deterrent to Premier League footballers, or anyone else who enjoys an income typical of such a person. For them it is the disqualification that is the real deterrent. Readers may wish to know the new sentencing guidelines include a note stating: "where an offender is driving grossly in excess of the speed limit the court should consider a disqualification in excess of 56 days".

# Severn toll charges to end next year

**T**he government's announcement in July that toll charges on the Severn crossings will be scrapped at the end of next year has been hailed a victory for the Freight Transport Association (FTA). The UK's biggest transport trade organisation has spent ten years lobbying for charges to be removed to boost business in Wales and the south-west. £43 million is collected at the toll booths annually.

Ian Gallagher, FTA Head of Policy for Wales and the South West, said, "We have fought long and hard on behalf of FTA members to get these charges removed. They represent a huge financial burden for logistics companies in the area – money that would be better spent on upskilling, recruitment and purchasing greener vehicles."

The two bridges spanning the Severn estuary on the M4 and M48 motorways in Wales have seen year-on-year price increases, costing the sector millions of pounds. The administration of the two bridges will revert to central government control at the end of this year or in early 2018, when the current charging



● Ian Gallagher.

**"We have fought long and hard on behalf of FTA members to get these charges removed. They represent a huge financial burden for logistics companies in the area ..."**

Ian Gallagher

system will automatically end. It currently costs £20 for an HGV to cross into Wales and £13.40 for a van.

Mr Gallagher continued, "The announcement heralds the death knell of what are the most expensive tolls in the UK, representing a massive disincentive for inward investment and economic growth across the region."



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**REPORT:** EuRA CONFERENCE 2017

# EuRA in Warsaw

A report from the EuRA annual conference in Warsaw. By Dominic Tidey.

**I**t's just not possible to please all of the people all of the time, but this year's EuRA conference in Warsaw received a 99% rating of excellent or good, which is a record. There are so many differing factors that enhance or diminish the experience that delegates have at a conference, but at EuRA, as with all our associated partners from mobility and moving, we try extremely hard to build on our successes.

This year we were guests of the city of Warsaw, a capital that truly earned the name The Phoenix City. Entirely rebuilt after the Second World War, delegates were expecting the area of town where we were based to be pretty grey and soviet, but on

the contrary the Royal Route and Old Town are exact replicas of how they were before the war and our delegates were very pleasantly surprised. Stepping out of the Sofitel you are surrounded by bars, restaurants, shops, pleasant squares and parks. Location is a huge factor in the delegate experience, as is cost, and Warsaw is a city that represents great value for money.

This year we chose to look at rising above adversity with our theme of 'The Power of Challenge'. Our sessions all focussed on areas of our work lives where new tech, advances and changes in the corporate approach to mobility leave us all in 2017. From AI to social media, to

the cultural challenges of mergers and acquisitions, our programme this year was more comprehensive than ever. One criticism that we received was that with such great content and the EuRA conference being an unmissable networking opportunity, delegates were torn as to what to leave out.

Each year we try and innovate with our programme and this year two superb keynote speakers opened and closed the conference. MC'd for the 10th year by the fabulous and irrepressible Frances Edmonds, the programme began with an address by Tony Chapman, a global leader in branding and a passionate advocate of the new approach to selling through

**REPORT:** EuRA CONFERENCE 2017

**Our sessions all focussed on areas of our work lives where new tech, advances and changes in the corporate approach to mobility leave us all in 2017.**

connection, telling stories as opposed to factual service descriptions. In an insightful and apposite talk, he brought a new awareness of how we interact with marketing messages in the digital social world. After a further two days of sessions, networking and learning, Dr Janet Lapp closed the conference with her thought provoking and moving address looking at how we can use change as a transformative power in our lives. Our plenary and keynote addresses are on our YouTube channel, most in their entirety, some in part and have become a great library of relocation related learning and sharing.

Over the years delegates have learned to expect a great party or two at EuRA

and we hope this year we continued that tradition, with our Gala Dinner in the Royal Castle Arkadia, a stunning venue with a great history. Our final-night party was held in the awesome Polish National Stadium and delegates got the chance to properly kick back after the work was all done. Always culturally aware, we had an amazing display of traditional Polish athletic dance, delicious authentic Polish fare, and maybe a bit too much excellent Polish vodka, the dance floor was certainly full.

As ever, as organisers it was a privilege to welcome our 670 delegates to another great city and we look forward to doing the same next year in amazing Dubrovnik.

## NEWS: ON THE ROAD/PRODUCT

# UK to target emission cheats

From August 2017 the UK's DVSA (Driver and Vehicle Standards Agency) will be targeting lorry drivers and operators who try to cheat vehicle emissions.

**T**he new checks will target those who break the law and will help to improve air quality.

### Fraudulent emissions readings

DVSA's enforcement staff, and their European counterparts, have found evidence that drivers and operators use emissions cheat devices to cut the cost of operating.

These include:

- Using devices designed to stop emissions control systems from working;
- Removing the diesel particulate

- filter or trap;
- Using cheap, fake emission reduction devices or diesel exhaust fluid;
- Using illegal engine modifications which result in excessive emissions;
- Removing or bypassing the exhaust gas recirculation valve.

### Taking action against the cheats

DVSA enforcement officers will give the driver and operator ten days to fix the emissions system if they find a vehicle with tampered emissions readings. If the emissions system

isn't fixed within ten days, DVSA will issue a fine and stop the vehicle being used on the road.

DVSA enforcement staff can insist that a vehicle be taken off the road immediately if they find a driver or operator is repeatedly offending.

### Working with the EU

DVSA will investigate all Great Britain operators cheating emissions and pass the findings to the Traffic Commissioners for Great Britain, who have the power to remove operator licences. The Agency

will also continue to work with counterpart agencies across Europe, and further afield, to make sure that all offences committed by non-Great Britain hauliers are dealt with locally.

DVSA Chief Executive, Gareth Llewellyn said, "We are committed to taking dangerous vehicles off Britain's roads and this new initiative to target emissions fraud is a key part of that. Anyone who flouts the law is putting other road users, and the quality of our air, at risk. We won't hesitate to take these drivers, operators and vehicles off our roads."

# Big increase in fines for hauliers carrying illegal immigrants

**N**ewly-released figures show a 12% increase in the number of fines issued to hauliers found to be carrying illegal migrants on their vehicles. RHA Chief Executive Richard Burnett said, "These latest figures clearly show that the situation on the other side of the Channel is getting worse. We are getting regular reports from members making the Calais/Dover crossing that despite the 'Jungle' being dismantled last October, the number of migrants intent on reaching the UK is

increasing. We advise all hauliers crossing the Channel to adhere to the Home Office advice regarding precautionary and safety measures."

"The situation has now escalated to the point where the frustration on the part of migrants and the ever-increasing number of violent attacks has reached the stage where the drivers themselves are, in effect, having to police their own vehicles to establish if a migrant incursion has occurred. This cannot be right. The Clandestine

Civil Penalty scheme to tackle lax and careless operators was introduced in 1999 at a time when the number of illegal migrants heading towards the UK was considerably less. The playing field has now changed and we believe that the scheme is outdated and must be reviewed."

Concluding, Richard said, "Every day thousands of UK-bound hauliers are suffering because of the migrant mayhem at Calais. Unless President Macron takes strong and immediate action, the



● The situation with clandestines on the other side of the Channel is getting worse, says RHA.

economy of the UK, France and the rest of mainland Europe will also suffer."

# Get involved in the wearable revolution

A company from New Zealand has designed a device to help people lift heavy boxes and carry them around in comfort. It's looking for support to bring it to market.

**T**he product is called The Cartwright. The company says that it's a 'wearable revolution' that gives the user access to their true strength, bestowing the ability to lift, carry, and hold awkward or heavy weights with ease.

It is a device designed to transfer the weight of an object directly to the human body as opposed to being held in the arms. The Cartwright is suitable for anyone and everyone who has cause to lift awkward or heavy objects. It is made to very high and exacting standards and comes with a 10-year warranty on all parts and a 30-day money-back guarantee.

The Cartwright consists of two main parts - the harness, and a platform that attaches to it. By resting the object on the platform, the load is then taken by the harness instead of relatively weak arms. It forces

the user to adopt a perfect posture and, since the arms are no longer having to hold the object, they can be used to open doors or complete documentation.

The Cartwright can also be used by two people by passing the optional lifting straps underneath the object, allowing them to lift heavy and awkward items such as fridges, heavy wooden cabinets, sofas and washing machines far easier.

The product is only at the prototype stage at present and the company is looking for crowd funding to help it to the next stage. It is offering big discounts to supporters.

To find out more, watch the video or become involved go to: [www.liftsmarter.co.nz](http://www.liftsmarter.co.nz).



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**CYBER CRIME: PROTECTION**

# PROTECTING YOURSELF AGAINST THE CYBER THREAT

There has been a lot in the press recently about cyber attacks. It's a problem that is of our own making: as we become increasingly dependent on Internet-based systems, we give more power to those criminals that seek to gain by our self-imposed vulnerability. Steve Jordan looks at some of the dangers cyber crime poses, and what you can do to protect yourselves.

If your business is hit by a cyber attack, your ability to function as a business will be impaired. You might lose money, or commercially sensitive information, or other people's data. Your service might suffer, your reputation be damaged, your customers might lose confidence in you and, (and here's the salt in the wound), you might get fined as well for not keeping your customers' data safe. It's really bad news.

According to PWC's Information Security Breaches Survey released in June 2015, 90% of large organisations and 74% of SMEs had suffered a security breach - up from 81% and 60% the year before. This is not a theoretical risk. This is real.

So, let's look at the types of attack you are guarding against.

**Malware**

This can infect a computer from contaminated e-mail attachments, infected websites or social media posts, or corrupt files stored on external drives. Common types include: Spyware, designed to steal information about your activity on a computer so a criminal can obtain personal information; Ransomware, that locks a computer until a ransom is paid, usually in Bitcoin; or viruses that disrupt the operation of a computer.

**Protecting against malware**

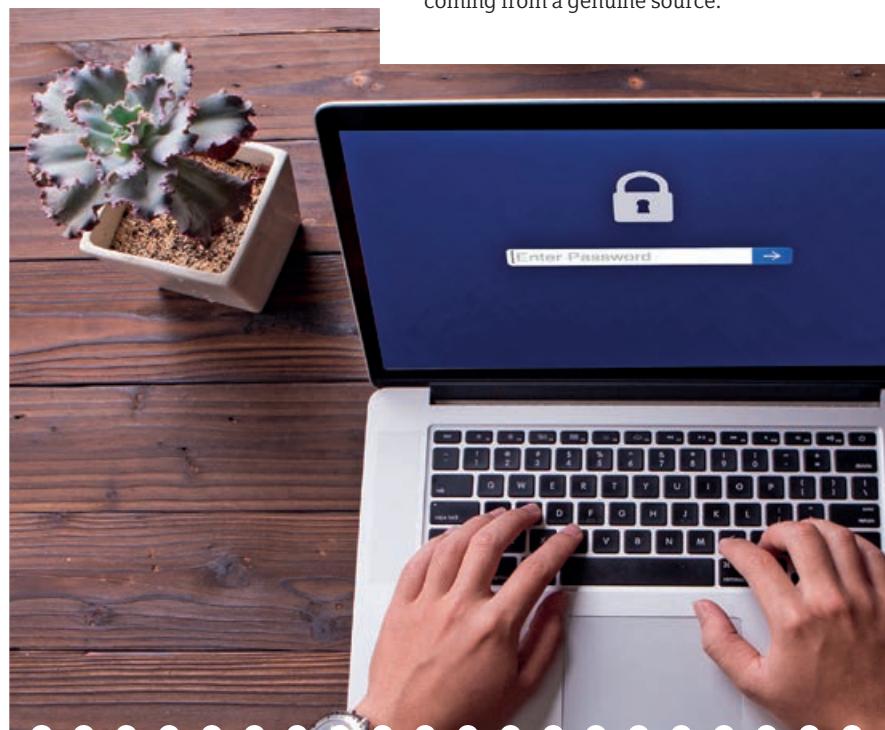
Use a firewall designed to protect one computer from another; use antivirus software and keep it up to date; encrypt sensitive data; restrict the kind of devices that you will allow to be connected to your office computers (phones, iPods, USB drives, etc.); keep software updated with the latest patches from the developer; back up data regularly; and have strong passwords that are as long as possible, have different types of symbols and are not based on personal information that could be discovered by a hacker. Avoid following potentially malicious links on e-mails or attachments.

**Social engineering**

This is when a fraudster manipulates an individual into helping them get access to a computer system. Phishing, for example, when a criminal sends an e-mail pretending to be someone else in the hope that it will be opened and acted upon. Or spear phishing, a more direct form of the same thing but directed at a specific person, often appearing to come from someone they know. Payment fraud is another type of social engineering that fakes a request from a senior member of staff or a trusted supplier to pay money to a specific bank account.

**Protecting against social engineering**

It's largely a matter of staff education. People need to be wary and always check before doing anything. If you hover the mouse over an e-mail address in the sender box it will show you where the message really came from. Check for e-mails that are spelt badly or include numbers in their addresses rather than letters; often phishing e-mails will be sent from an e-mail account that looks right, but isn't quite. Never provide banking, login or personal information unless you check that the request is coming from a genuine source.



## CYBER CRIME: PROTECTION

### Data leakage

It's very easy for a criminal to create a spear fishing e-mail that looks as if it has come from you, or is personal to you, if he knows where you are and what you are doing. For example, if you've just visited a restaurant you might not be suspicious of an e-mail survey that comes in the following day. The survey might contain malicious software.

### Protecting against data leakage

Many people are happy to live their lives online, posting their every movement and thought on Facebook or Twitter. Be careful what you post. Also, check what information is available online and be careful how much you divulge to your 'friends' on Facebook. Not everyone is friendly. Make sure you have your privacy settings up to date. Don't forget, if you are a director of a company there's loads of information about you at Companies House and, if your business is registered at your home address, anyone can find out where you live. Try, as best you can, to keep your personal and business lives separate.

### Sniffing

Sniffing is when criminals intercept your data when it's sent through a publicly-available Wi-Fi hotspot. They can steal passwords and login details even if you don't type them in every time. Criminals can even set up their own public hot spots which connect you to their computer as soon as you log in.

### Protecting against sniffing

If possible use a Virtual Private Network (VPN) when accessing public Wi-Fi connections which will encrypt your data so the criminals can't get at it. Don't do anything on public Wi-Fi that you wouldn't want other people to see, such as online banking, accessing company e-mails or anything that requires you to enter a username or password. If in doubt, stick to using your 4G connection, which is also encrypted.

### Legislation

The European General Data Protection Regulation (GDPR) comes in to force on May 25, 2018 and will bring into effect a set of rules that anyone processing customers' personal data must abide by. Customers will have more say over what you can do with their data and how it can be used and reporting a data breach will be mandatory. It will also give greater power to regulators to impose significant fines if your business is responsible for losing data, up to 5% of global turnover or €20m.

### Reporting crime

It's important to report crime to help the authorities catch the criminals. In the UK you can report cyber crime online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by phoning 0300 123 2040. Check out the reporting process in your country and be sure to report the criminals every time.

In the future our lives will be controlled even more than they are today by computers and more of our business will be conducted online. The criminals try to be one step ahead and the adage is relevant: they only need to get lucky once, we have to stop them all the time.

**Sniffing is when criminals intercept your data when it's sent through a publicly-available Wi-Fi hotspot. They can steal passwords and login details even if you don't type them in every time**



## NEWS: PEOPLE/YOUR COMMENTS

### Sharon Hack joins the Bishop's Move International Team

Bishop's Move has announced the appointment of Sharon Hack as international move manager, based at its new head office in Surbiton, Surrey. Sharon brings many years of experience in the international moving industry to her new role.

John Moorhouse, Bishop's Move's International Manager said, "We are delighted to welcome Sharon to our expanding international team and would like to wish her all the best in her new role. With all her experience, she will be able to hit the ground running as well as helping the department continue to grow and develop new opportunities."

Bishop's Move was founded in 1854 and is the UK's largest family-owned removals company, with 350 staff and a fleet of 150 removal vehicles. The company has 25 branches across the UK as well as two European depots, in Gibraltar and Spain.

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



● John Moorhouse.



● Sharon Hack.

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### The White & Co Mystery Mover

Well done to Edwin Ooms from New World in Chicago who correctly spotted a very youthful Facundo Urtubey from Liftvan Argentina last month. Facundo had just won a golf competition, hence the beaming smile. This time we have another smiler – but who could it be? Answers please to [editor@themover.co.uk](mailto:editor@themover.co.uk) for a chance to win the White and Company Red and Black watch.

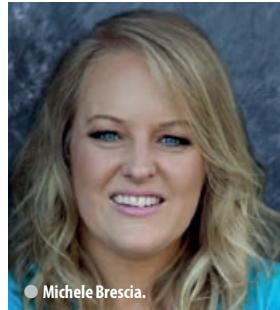
### Cartus promotes Michele Brescia to vice president of client services

Global relocation services provider the Cartus Corporation, has announced the promotion of Michele Brescia to vice president of client services.

Michele joined Cartus in 1996 and has held key positions in finance and accounting, account management and operations. Her experience includes leading teams based on site at client offices in the US, as well as in Cartus' Canadian, UK and Singapore offices. In her current role, she is responsible for a portfolio of Fortune 100 multinational companies.

Michelle Vallejo, Senior Vice President of Client Services said, "Michele is committed to her clients,

providing them with exceptional customer service through her abilities to demonstrate creative solutions and drive execution. We look forward to the continued expertise she will bring to this new and expanded role."



● Michele Brescia.

### New branch manager for Metropolitan in Rio

Daniel Rodrigues has joined Metropolitan Group as the manager of the company's Rio de Janeiro branch. Daniel was brought up in Rio and has been in the moving business for 20 years. "Daniel's energy and drive makes him the perfect fit to further enhance Metropolitan's strategy," said Fabricio Bertoldo, Deputy CEO.

"I'm excited and confident to be part of Metropolitan's family," said Daniel. "I will put all my energy and experience to further consolidate



● Daniel Rodrigues.

Metropolitan as one of the leading mobility companies in Latin America."

## YourComments

**Sad farewell ... *The Mover*, June 2017, page 42**

**Robin Mason IFWR (retired)**

**O**n reading the obituary on Keith Bartlett, I was a little shocked to see the reference 'to one of the last surviving members of the Institute of Furniture Warehousing and Removals Industry'.

There are still quite a few of us left, I admit in varying states of health, but apart from myself, I can think of

Len Cox, Michael Gerson, Brian Charles, David Trenchard, Frank Rose and I am sure one or two more!

To be accurate, the IFWRI did not become a member of BAR in 1972. I think I am correct in saying that at that time it became the TMI (The Movers Institute) and later was then swallowed up within BAR.

## Lindsay Stevens Eggers appointed president and COO at Stevens

Stevens Group, Inc. Board of Directors recently named 5th generation family member Lindsay Stevens Eggers as its president and chief operating officer.

Lindsay will have responsibility for all the company's operating units including Stevens Worldwide Van Lines and Stevens International. She will report to Morrison (Morrie) Stevens, Sr., Chairman of the Board and CEO. Joe Biskner, President and COO since 2007, will continue his service as executive vice president of Stevens, as well as being a member of the Board of Directors. Joe will also continue to represent Stevens on the American Moving and Storage (AMSA) Board of Directors. In addition to overseeing the information technology, military and international divisions, he will work closely with Lindsay Stevens Eggers and mentor her as the incoming president and COO.

Other new appointments at Stevens Group:

### **Jim Spencer**

Jim Spencer has been named vice president of operations. Jim joins Stevens with over 30 years of operations, leadership and team building experience. He will be responsible for overseeing all Stevens Worldwide Van Lines central operations activity, including planning, logistical coordination, driver safety, recruitment and retention. Prior to joining Stevens, Jim held operations management positions with another nationwide van line.

### **Lisa Beranich**

Stevens International's Managing Director, Lisa Beranich, has become president-elect of the Greater Washington Employee Relocation Council (GWERC). Lisa will serve as president-elect for the term of one year before becoming president in 2018. "I am very honoured that the GWERC has named me president-elect. This is an accomplishment which I will truly cherish," said Lisa.

### **Teri Culver**

Teri Culver has joined Stevens' National Sales Team as director of



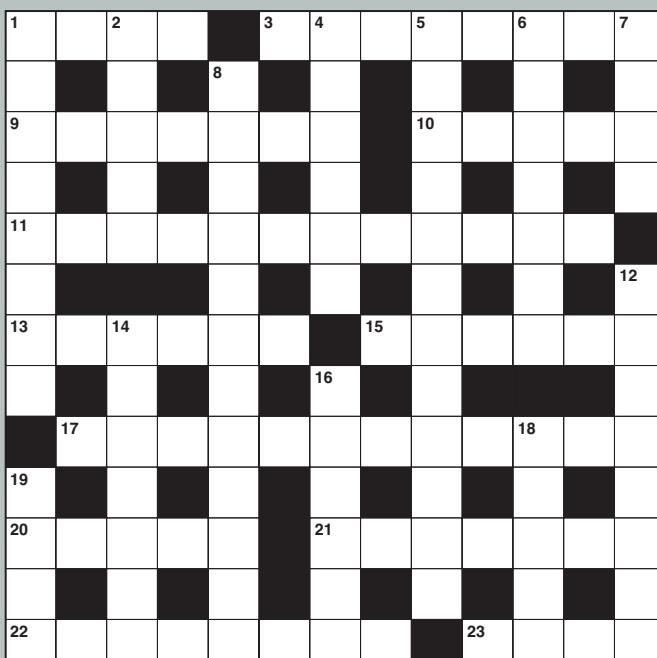
● Lindsay Stevens Eggers.

business development. Teri brings 17 years of industry experience with her to Stevens, and plans to use that knowledge and experience in the development of national corporate accounts to grow the van line. Prior to joining Stevens, Teri held key positions with another national van line, where she was not only responsible for growing all sales lines and creating new business relationships, but she was also responsible for the day-to-day operations of a multi-million-dollar regional office.

### **Nicole Fox**

Nicole Fox has been promoted to the position of controller. Nicole previously held the position of general accounting manager with Stevens. She will oversee the supervision of Stevens' Accounting Department's day-to-day activities, all general ledger and monthly financial reporting, budgeting, forecasting and cash management. Additionally, she will serve as an authority for oversight of federal, state, local and other tax and regulatory reporting.

## Puzzles

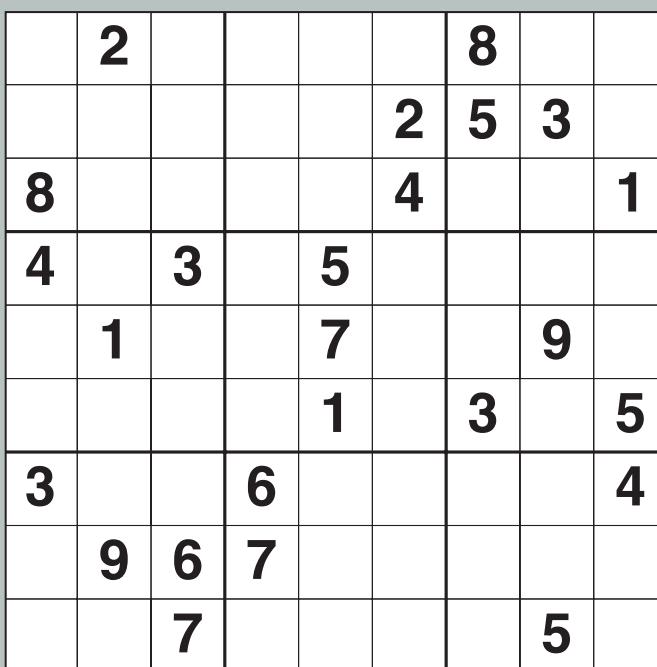


### **ACROSS**

- 1 A flat float (4)
- 2 Chopping (5)
- 3 Beneficial (8)
- 4 Proportionately (3,4)
- 5 Detective (12)
- 6 Ballroom dance (7)
- 7 Medium-sized feline (4)
- 8 Bewitchingly (12)
- 9 Predatory fish (7)
- 10 Enclosed area in a farm (8)
- 11 Stringed instrument (4)
- 12 Lengthen (8)
- 13 Science of biological processes (12)
- 14 More amusing (7)
- 15 Child (6)
- 16 Young person (6)
- 17 Form of government (8)
- 18 European country (5)
- 19 Horizontal supporting beam (6)
- 20 Spread clumsily on a surface (4)

### **DOWN**

- 1 Refrain from (5)
- 2 Domains (6)
- 3 Detective (12)
- 4 Proportionately (3,4)
- 5 Detective (12)
- 6 Ballroom dance (7)
- 7 Medium-sized feline (4)
- 8 Bewitchingly (12)
- 9 Detective (12)
- 10 Enclosed area in a farm (8)
- 11 Stringed instrument (4)
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- 17 Form of government (8)
- 18 European country (5)
- 19 Spread clumsily on a surface (4)



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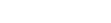
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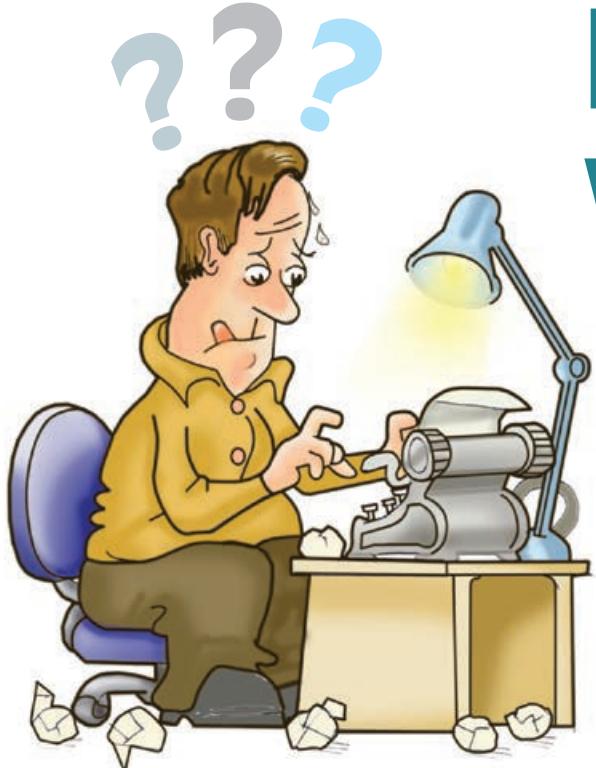
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AND FINALLY ...

### Tony Allen: And finally...



# Don't ever lose it!

I was driving along our local high street when – admittedly – a rather aged gentleman stepped out into the road in front of me without even looking. With what I thought was commendable anticipation, I skidded to a halt narrowly avoiding running him over. I know that I shouldn't have, but as I drove past, I wound down my window and exclaimed, "I hope that you are well insured!" I won't tell you what his reply was, but let's just say that he had an excellent knowledge of Anglo Saxon expletive.

Now from my point of view I was convinced that, through my presence of mind, I had prevented him from receiving serious injury. In an instant - and brought on by a deep sense of injustice - what I think is poetically called 'The Red Mist' descended upon me. I was just about to exit my car in a windmill of flailing fists, when suddenly a headline in the local newspaper appeared before my very eyes declaring: 'Local Business Man Assaults Pensioner'. My temper instantaneously subsided and I drove on. Pensioner indeed, he was about the same age as me! Precisely.

Now, although I say it myself, I really haven't got a bad temper – and anyone that disagrees with me better watch out! But seriously - and I'm sure that my family would agree - I don't really lose my temper very often, apart from lobbing an occasional cushion at the TV during a news broadcast. The real factor here is that – whether right or wrong – I have never ever lost my temper without actually regretting it for quite a time afterwards. I really feel as if I've failed. Losing one's temper is probably mostly about seeking revenge, and the adage that 'revenge is a dish best served cold!' is highly appropriate.

The business environment can often lead to problems on this front. Customers can be most inconsiderate, you put yourself out trying to do the best you can for them and then they have the temerity to complain. Sometimes the unfairness involved is most disconcerting and you want to respond in a forceful way, but you can't, you have been schooled in the philosophy that the customer is always right. But that means the seller is always wrong and we know that can't be right. This can often lead to frustration and even anger, and anger contained within can lead to depression, so we have to learn to manage our feelings by indulging in equanimity - and equanimity does not mean going home and kicking the cat!

Of course, as business people, not only do we have to deal with occasional

complaints (however justified) but we also have to make them. Nobody likes making complaints; it involves taking a deep breath before we get going and our effectiveness can be dulled by anger. Personally, I learnt long ago that the harder you throw a ball against a wall the harder it will come back, so I always preamble a complaint with a compliment. You know the sort of thing: 'I've always been very impressed with your service but ...' I find that this approach often disarms the opposition and achieves better results.

The strange thing about complaining is that, whether making or receiving a complaint, it always seems as if the other side is 'calling all the shots'. It's a similar irrational process to buying a house when you are also selling one. The other side seems to have all the advantages when actually they are in the same boat as you on both fronts, so it's all in the mind.

Anger can sometimes be a potent force when it is directed towards righting wrongs, but surely it must be managed and channelled correctly. There's nothing wrong in getting angry about things, but

Personally, I learnt long ago that the harder you throw a ball against a wall the harder it will come back, so I always preamble a complaint with a compliment.

losing your temper is a different matter. I had a look at quotes relating to loss of temper and there are very few of these that are complimentary. Yes, of course it can be an outlet for our frustrations and injustices but at what expense? It's very difficult to be rational when the top of your head is about to explode.

So, there you have it; there is very little to be gained by uncontrolled anger, it's a process better avoided. Counting to ten is such good advice. Oh, and by the way, one quote that did appeal to me states that: Temper is the one thing you can't get rid of by losing it! Sage words indeed.



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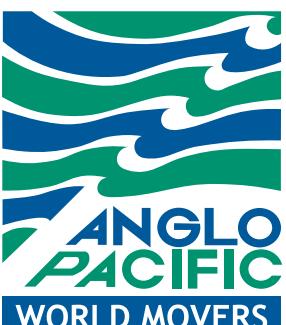


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