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Issue 057 December 2015 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

## IAM IN SAN DIEGO

Report from the cauldron of the  
global moving industry. Page 26

Photo: Heather Heindel, ActionFoto



# Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

## Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
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1001 - 1500 cuft	£1.30 per cuft

Alderney, Sark, Herm rates on request.



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## H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
- When shipping goods to The Channel Islands, Customs require three copies of your company's invoice stating country of origin & value - for new effects only
- If goods are from a foreign destination, we need to be advised if the effects are in free circulation or under transshipment
- Full valued inventory must accompany the shipment at all times
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- The only genuine 'self resourced' daily service to The Channel Islands
- Full origin services available on both Islands to FIDI FAIM standard



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## Affiliations





# TheMover

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## Deadline:

The deadline for article submission is the 1st of the month preceding publication.

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## Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

## Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

## Published by:

The Words Workshop Ltd

26 Swanwick Lane

Broughton

Milton Keynes

MK10 9LD

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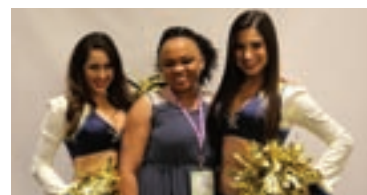
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## LEADER

## Merry Christmas

Steve Jordan, Editor



By the time this copy of *The Mover* is with you it will be very close to the time when the chap in the big red coat is polishing his sleigh runners and the reindeer are going through their last-minute limbering up exercises. So, I hope all those who celebrate Christmas have a very merry one, and those who don't, have a nice time too.

Looking back on the year, it seems that most people in the industry have done OK. Few are jumping around deciding which colour Ferrari to buy but many have stayed stable. Some, who specialise in particular routes, have suffered and our friends in South America have had a tough time because of their falling currencies but, by and large 2015 has been one of consolidation.

The close of the year is also a time to reflect on some of the people we have lost from the industry. There's no need for me to list them here, I would miss some if I did, but we all know those who brushed our lives and, if we think about them for a while, we will realise what an impact they had on us. We should mourn their passing, of course, but perhaps we should think more deeply.

They were the people who shaped the industry into what it is today. Who is doing the shaping now? Is it you, or are you so wrapped up trying to make a profit every day that you have no time to see the bigger picture? Voluntary service to the industry is an unsung pastime, but without those heroes we would not be where we are today. Maybe your time has come.

As we look at world events in 2015 it would be hard to say it has been a good year. It's very easy to become disheartened by the injustice and cruelty we see all around us. But as you read this, you are safe, fed and hopefully happy. You probably will be tomorrow too. So let us not be too distracted by things that we cannot change or ruin the present with weary concern for the future. We must trust that we have been wise enough in the past to elect leaders who have the wisdom to do what is both right and effective to create a better world for us all. On 8 November, 2016 the American people will choose a new president. Let us all hope they choose well.

Merry Christmas and a happy 2016 to everyone.

Steve Jordan



● Left to right: Denny Morris, Mark Whitehead, Sally Dynevor and Trevor Butcher.

## Osbornes move Coronation Street star

Switchboard staff at Manchester-based Osbornes Removals were delighted to receive a call from one of the UK's longest serving soap stars.

Sally Dynevor, better known as *Coronation Street's* Sally Webster, contacted Osbornes to get a quote for moving the contents of her house in the exclusive village of Bowden, Greater Manchester to a new one a short distance away.

"We actually moved Sally into her old house about ten years ago, so it was great that she got back in touch when she decided to move again," said Osbornes' Kieran Whitehead. "The new house was literally just around the corner, but at around 2,500ft<sup>2</sup> it took three days to complete. Sally was great to work for and treated our crew very well, keeping them supplied with plenty of tea and cakes. She is very down to earth, a lovely lady."

**Sally was great to work for and treated our crew very well, keeping them supplied with plenty of tea and cakes. She is very down to earth, a lovely lady."**

Kieran Whitehead

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## NEWS: UK



● Noel Briscoe with his fellow runners at the Colour Obstacle Rush.

## Colourful Noel raises money for children's charity

John Mason International's COO, Noel Briscoe, has helped to raise almost £4,000 for children's charity Friends of Chernobyl's Children (FOCC) by taking part in 'Colour Obstacle Rush' in Liverpool.

The colour run is a 5km fun run and obstacle course where participants are covered in various colours of powder paint as well as dealing with giant inflatables, bouncy castles and climbing nets. Noel was part of the Lancashire FOCC group which raised £3,856 in total from the run.

Noel got involved in the charity as his son Sean and his fiancé recently hosted a seven year old girl called Polina from Belarus for a four week recuperative period at their home in Liverpool.

There are 28 FOCC groups across the UK fundraising to bring children from orphanages and disadvantaged homes in Belarus to the UK for a month each year. During their time in the UK, children spend time at a centre taking part in recreational and medical activities.

Further information on the charity can be found at: [www.focc.org.uk](http://www.focc.org.uk), including information on being a host family.

## Got an event coming up?

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



● RTITB inspires young drivers.

## RTITB helps inspire future truck drivers

As part of National Lorry Week, RTITB took one of its training academy lorries to a secondary school, to help inspire the next generation of logistics professionals.

On Thursday, 29 October RTITB provided Dormston School in Sedgley, near Dudley, with a lorry from its Instructor Training Academy in Telford for the day, and experienced RTITB instructor, Howard Moore, was on hand to speak to the students about career opportunities available in the logistics industry.

Students were given the opportunity to look around the lorry and learn about the safety aspects of a career in lorry driving. They also asked questions about other opportunities in the profession, and had the chance to be taken for a drive on the open road.

The principle aim of National Lorry Week, organised by RHA (Road Haulage Association), is to make the general public more aware of the essential role the logistics and road haulage industry performs and how its performance affects every aspect of the economy and people's lives.

RTITB embraced National Lorry Week as an opportunity to help combat the driver shortage crisis currently faced by the industry, by educating students about their chance to embark on a rewarding career in logistics, which offers the chance to progress further and

**"... it is also important to RTITB to have had the opportunity to instil in pupils the importance of quality training to ensure their future success and safety ..."**

Laura Nelson

achieve a host of vocational skills.

"We hope that by taking part in National Lorry Week at Dormston School, we have raised awareness in the local community of opportunities in the logistics sector and encouraged the next generation of logistics professionals into a flourishing career," said Laura Nelson, Managing Director of RTITB. "As the leading workplace transport training regulatory and standards setting body, it is also important to RTITB to have had the opportunity to instil in pupils the importance of quality training to ensure their future success and safety in the industry."

## Environmental Standard for The Removal Company (Scotland)

The Removal Company (Scotland) Ltd has recently been awarded BS EN ISO 14001:2015 – the environmental Standard. The Auditor, Peter Gawthrop, said that the company was the first removal company in Scotland to obtain the new Standard.

John Carruth, Managing Director, is delighted with his company's achievement. "Having BS EN ISO 14001:2015 will not only allow us to monitor our impact on the environment, but will also help when applying for tenders, as more and more companies and local authorities require ISO 14001 as a prerequisite," he said.

"This is the second standard The Removal Company (Scotland) Ltd has achieved, the first being BS EN 12522:1998 which we were awarded in May 2014."



● The Removal Company (Scotland) Ltd

## New vehicles for Richards

Richard Removals Ltd, a family run business in Basingstoke with over 41 years' experience in the removals industry, has made some additions to its fleet. The new vehicles are part of the company's vehicle replacement programme designed to ensure that the fleet remains modern, fit for purpose and presents a quality image to customers.





● Diners at The Sporting Lunch Club.

## Pound Gates supports future sports stars

A capacity audience of 240 people descended on Wherstead Park near Ipswich, Suffolk on 24 September for the Ipswich Sporting Lunch Club event to raise money for SportsAid, the national charity for rising stars of British sport.

Insurance specialist, Pound Gates, along with several other local businesses, sponsored the event which raises vital funding to help young sportsmen and women from Suffolk overcome the financial challenges they face as they bid to become Britain's next generation of Olympians and Paralympians.

Rob Thacker from Pound Gates Chartered Insurance Brokers, speaking on behalf of the seven founding businesses behind the Ipswich Sporting Lunch Club said, "We are delighted how the Ipswich business community has really

taken the Ipswich Sporting Lunch Club to their hearts and turned out in such big numbers."

The Ipswich Sporting Lunch Club raises money by hosting two business lunches each year. Each lunch will be open to any local business and will provide good sporting speakers, a great atmosphere and a wonderful networking opportunity. The next lunch event will take place on Friday, 26 February 2016 at Wherstead Park when one of the UK's best known and most popular sportswomen, Sharron Davies MBE, will be guest of honour. Full details can be found at [www.ipswichsportinglunchclub.co.uk](http://www.ipswichsportinglunchclub.co.uk).

## Welsh government to fund driver training

The Freight Transport Association (FTA) says the Welsh government has responded to its calls to support driver training by agreeing to train up to 180 unemployed people as lorry drivers.

FTA, along with Tandem Transport Services, John Raymond Transport and Owens, has been lobbying the Department for Work and Pensions and the Welsh government for funding for driver licence acquisition since an initial meeting in July.

Sally Gilson, FTA's Skills Policy

Development Manager, said, "This is the culmination of months of lobbying by FTA for investment in training and we are pleased that the Welsh government recognises the importance of the freight industry."

"The money it is providing will help to fill the gap, but we continue to press central government for investment in training to help tackle this crisis."

It is estimated that around 45,000 professional drivers are needed to fill vacancies across the United Kingdom.

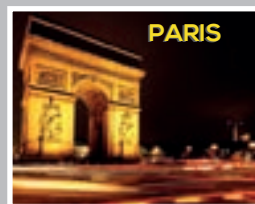


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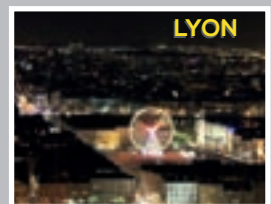
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## PROFILE: AMJ CAMPBELL

# AMJ Campbell, a household name for removals in Canada

The company that became AMJ Campbell began trading in 1934 from a small provincial town north of Toronto in Canada, and its main business was with a nearby military base.



● Tom Finlay Senior and Tom Junior from AMJ Campbell in Vancouver.

**B**ack then the company was called MJ Campbell, the 'A' was added much later, in the 1970s by former Director Tim Moore, in an attempt to be first in the *Yellow Pages*' listings. A forerunner to the race to be on page one of Google.

Whether or not the idea was successful is anyone's guess, but since then AMJ Campbell has grown to be one of Canada's most successful moving companies with over 40 franchises across the country and agents throughout the world.

As well as coming up with the idea to change the name of the company, Tim was also responsible for creating the franchise model, which has enabled AMJ to expand across Canada and become a household name. Tom Finlay, General Manager at AMJ Worldwide Relocations in Vancouver said, "Through our franchise network we have a presence in most parts of Canada. In the areas where we don't have an AMJ office, we have partnerships with quality agents to ensure that there isn't a part of Canada we can't service."

Tom's career at AMJ began on the trucks when he was still at school to earn money to buy a car. He continued working there through university and after completing his studies he took on brief roles in both domestic sales and operations before becoming the office and industrial manager in 2005. After ten years of running office moves, Tom took on his current role as general manager for AMJ Worldwide Relocations in April 2015. Tom's father, also called Tom, is heavily involved in the industry as well. He, along with his business partner Kevan Brown, became the first AMJ franchise owners in 1983. Since then, Tom Senior has become a partner in the franchisor and currently oversees AMJ's franchises in Western Canada. Tom Senior is also chairman of The Canadian Association of Movers, a role he's held for the last two and a half years.

Most of AMJ's work is domestic removals, which accounts for around 55% of its business with a further 25% derived from the commercial sector. The remainder is international removals, which AMJ handles through its overseas agents, most of whom are fellow FIDI and OMNI members. AMJ has been a member of both organisations for many years and was the first mover in Canada to gain FAMI accreditation.

As in most parts of the upper Northern hemisphere, most of AMJ's domestic moves take place during the summer months, but even in the depths of winter when temperatures regularly drop as low as -20°C and heavy snow is an everyday occurrence, things keep

on moving. "We're used to dealing with snow in Canada so it rarely causes us any trouble," said Tom. "As Canadians we prepare for the cold season and the local authorities are very good at keeping the roads clear, so our trucks usually don't have a problem getting through."

While Tom runs AMJ Worldwide's

**"As Canadians we prepare for the cold season and the local authorities are very good at keeping the roads clear, so our trucks usually don't have a problem getting through."**

Tom Finlay Junior

operations in the west of the country from the Vancouver office, Ole Jensen, a familiar figure at most of the industry's international conferences, manages the company's international business from AMJ's head office in Toronto.

With over 80 years' experience in the moving industry and over 40 franchises throughout Canada, AMJ Campbell is ideally placed to handle international shipments to and from any location in Canada and welcomes enquiries from movers around the world.

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## NEWS: INTERNATIONAL

## End of EU mobile roaming charges?

Members of the European parliament have voted to scrap mobile roaming charges from June 2017, stopping travellers returning home to a massive phone bill racked up on their travels.

## So will we finally see an end to roaming charges? Well, no, not quite. Some small charges can still be levied ...

So will we finally see an end to roaming charges? Well, no, not quite. Some small charges can still be levied and roaming is subject to fair use policies – so if you use your phone too much in another Member State you could still be hit with a surcharge. So while ‘EU ends roaming’ sounds like a nice news story, it’s rather overdoing it. It’s more that roaming – for data, calls and SMS – has been reduced enough to mean most people can do it without getting a nasty shock.



● The end of roaming charges? Not quite.



● John Prooij.

## FIDI upgrades FAIM

FIDI has recently upgraded its FAIM quality Standard to FAIM 3.1.

The new Standard has raised the bar for all FIDI affiliates by requiring them to: demonstrate quality performance in their supply chains; control data; and mitigate the risk of bribery and corruption in their supply chains.

John Prooij, FIDI Project Manager Quality & Risk, explained that FAIM 3.1 was the next step in FIDI’s continued drive for quality in the industry. “For quality to continue to be the watchword of FIDI and its Affiliates it is logical that we should take every opportunity to improve our global standards,” he said. “FAIM 3.1 is the next logical step in that process, moving towards a model based on self-assessment and continuous improvement.” FAIM 3.1 was unanimously approved by the FIDI General Assembly on 1 April, 2015.

The FAIM 3.1 Standard is an upgrade of the previous FAIM 3.0 Standard and is still based on minimum requirements, i.e. FIDI expects all FIDI Affiliates to be

compliant with all FAIM requirements all the time. The new Standard remains based on a three-year on-site audit cycle and it continues to include a mandatory pre-audit assessment. In addition, a yearly internal FAIM audit is now being introduced as a prerequisite.

Companies holding a valid ISO 9001:2008 (QMS) Certificate continue to be recognised and are able to have elements of FAIM audited through their ISO programme. Additionally, financial requirements remain a need for first time applicants only. Existing Affiliates must achieve and maintain the mandatory financial levels outlined in FIDI’s Slow Payers Scheme.

“Not only does the FAIM Standard provide a high level quality standard for managing and performing international moving services in a uniformed, quality-minded and effective way, FAIM 3.1 responds to current industry market needs,” said John.

FIDI started rolling out our FAIM 3.1 in November.

## European Commission supports small companies

The European Commission and the European Investment Fund have opened up access to finance to support 20,000 European micro-enterprises.

Successful applicants will have access to loans worth €237 million under the European Programme for Employment and Social Innovation (EaSI). The European Investment Fund (EIF), which manages the EaSI guarantee on behalf of the European Commission, and six finance institutions have signed guarantee agreements to support the programme. The scheme will also be backed by the European Commission which will contribute €17 million to the guarantees.

The six guarantee agreements target those who wish to start or further develop their own micro-enterprises; in particular people who have difficulties in entering the job market or accessing finance.



● The European Commission and the European Investment Fund aim to help micro-businesses.

## EUROMOVERS International

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# The *final* European Connection

Tony Richman



## Retirement beckons ...

As I approach my 70th year it is a time for reflection and thought. It doesn't seem 52 years ago (longer, if I count the times I worked on the vans during school holidays) when I started working in the family removals and storage business. For most of this time I specialised in European traffic although as a company we covered all aspects. I can remember having to crane our trucks on to ships as roll on roll off facilities were very limited across the Channel and the North Sea. TIR Carnets were needed for most journeys to the continent, later replaced by T-forms on EU work. It was not unusual to spend several days at the final compound clearing through customs. Motorways were few and far between as were other British trucks – so it was quite an occasion when meeting up with a fellow Brit!

Today we see thousands of trucks crossing the Channel daily and news of even 24-hour delays soon reaches the media. Tolls and road charging have crept in as have emission controls but, for the most part, traffic is now free-flowing across the borders between EU Member States.

Our fathers and grandfathers would have witnessed even bigger changes as they moved from hitching up horses to their pantechinon and tunnel carts, through to steam driven traction engines and on to petrol driven vans.

Change is inevitable as engineers improve vehicles and politicians introduce yet new laws to deal with the issues at hand. Digitalisation is now about to usher in another historic revolution in the field of mobility – automated and connected driving. We're told that real time vehicle-to-vehicle and vehicle-to-infrastructure data communication will make traffic flows predictable, combat congestion and reduce accidents as well as presenting enormous potential for growth and prosperity.

However, it will not be possible to fully harness this potential unless appropriate steps to establish a harmonised regulatory framework are taken to enable the safe deployment of these innovative technologies across national borders.

I can already hear people shouting that we haven't even got harmonised rules on low emissions, road charging or cabotage throughout Europe – so what chance have we got with autonomous and connected vehicles and the legal complexities that such developments will bring about?

Fundamental issues regarding the role and obligations of drivers will have to be resolved. Moreover, the technologies will have to be reliable enough in a timely manner so that they are safe in every respect: the 'reliability' aspect being a basic prerequisite for ensuring that the digital mobility revolution is a success in all areas. For example, regarding automated driving:

- coordinating research, promoting international standardisation within an international regulatory framework;
  - evolving the technical regulations: and,
  - ensuring data protection and cyber security;
- are of outstanding significance and will require sustained cooperation between national transport ministers, the European Commission's transport DGs and the UN World Forum.

Higher automated functions will probably be first used on motorways. Based on lessons learnt, they will gradually find their way into more complex fields of application and ultimately also be deployed in urban and regional transport.

**I can already hear people shouting that we haven't even got harmonised rules on low emissions, road charging or cabotage throughout Europe – so what chance have we got with autonomous and connected vehicles ...**

One thing's certain - before we all get too far ahead of ourselves by simply focussing on the development and trials of driverless vehicles and convoys of remotely driven lorries – the road transport industry, already one of the most legislated industries, will have to face yet more legislation and complex rules.

The European Commission expects as early as next year to propose EU rules which will apply to 'connected vehicles' – vehicles that can communicate wirelessly with other vehicles, devices and infrastructure. A consultation on the regulatory framework for electronic communications networks and services ran from September to 7 December. A report on

the consultation is expected in January 2016. A second consultation covered the free-flow of data and cloud computing.

However, EU officials warn that the complexity of autonomous vehicle regulation means a legislative framework for driverless vehicles remains distant. One key topic is the forthcoming EU General Data Protection Regulation currently scheduled for agreement at the end of this year and enactment in 2017 or 2018. We should have a clear picture of the GDPR by the time any connected vehicle rules are announced: it remains to be seen how the GDPR will interplay with the proposed connected car rules and the overall impact on connected and autonomous vehicle (CAV) adoption.

These examples are just the tip of the iceberg. Time and space do not allow me to delve into the many questions linked to the legal challenges of operating autonomous vehicles alongside existing vehicles and the many other issues facing us all in the future.

CAV technologies promise significant economic benefits, but unlocking these benefits will demand substantial effort on the part of Europe's regulators, no doubt accompanied by some significant legal challenges to overcome: a challenge for the next generation.

For my part, in addition to a lifetime in the industry, mainly on the operational front, I've been personally involved for well over 25 years with monitoring legal issues, fighting our corner by lobbying at European and national levels, writing up reports, explanations and information, in particular regarding issues of concern to the industry – but as Groucho Marx once said, "There's one thing I always wanted to do before I quit ... retire!"

But before stepping aside, I want to thank all those hard-working colleagues that I have served alongside, the many that have helped me along the way, the individual characters and many friends that I have met – and, last but not least, my wife and family for having been so generous in allowing me to devote the time that this very onerous industry demands of us all.

Whoops – beginning to sound like an 'Oscar-type' speech, so time to sign off. I have to dash anyway to see if those packing cartons I ordered have been delivered by drone!

Best wishes to all and hopefully a continued successful future for this very special industry.

**MILITARY MOVING: AGILITY MOVES SERVICE PERSONNEL**

# AGILITY MOVES 2,000 BRITISH SERVICE PERSONNEL IN 12 WEEKS

● Michael Jennings from Agility presents Sergeant Amanda Morris and family with champagne as they prepare to move back to Stafford, with their Unit Welfare Officer, Captain Nowosielski (far left).

At the end of June 2015, after 18 months of planning, Agility GRMS embarked on a record breaking challenge.

**A**gility won a contract to Move 3,500 families from Germany back to the UK for the British Army, 2,000 of which would fall within the 12 week summer period, which was a daunting task to say the least by any standards. Agility called the project B15.

Lack of truck availability in the summer meant that Agility GRMS decided to go with a plan of containers running between both countries and teams of packers stationed in Germany for the 12-week period, working in specific areas or moving around as needs changed. Some of the crews were away from home for four months solid, as were the operations team set up by Agility GRMS with offices in each region and a head office in Bielefeld with Army HQ.

Agility led the operation with guidance and experience which meant acute, solid planning, preparation, and risk analysis to avoid any problems along the way. This created a smooth and astonishingly well run operation from start to finish. "We had already planned to use Rotterdam not Calais as of course the French do like a strike during the summer and this year was no exception," said Simon Kirby, Director, Agility DGS. "Operation stack would have killed the B15 contract stone

dead so in hindsight it is all about covering all bases and making sure no eventuality escapes the risk register."

This drive to leave no stone unturned began two years prior when GRMS warned the MoD that there was a tsunami of work coming their way in a very tight timeframe. It was not to be 'business as usual' and the circumstances required particular and precise planning and treatment, pre ordering and the MoD green light as soon as possible.

## Some of the crews were away from home for four months solid, as were the operations team set up by Agility GRMS...

Every single shipment was fully export packed before being loaded into 45ft containers and transported to a variety of destinations mainly in England, Scotland and Wales. Nearly 200 packers were housed in military accommodation during the critical move window which expired at the end of September. Agility, aided by some of its suppliers on the GRMS contract, completed all the moves on time with less than 0.1% complaints.

The Agility GRMS model has been proved to be an outstanding and unparalleled quality control success over the last five years and continues to deliver the best possible service to people of the British military.

### Contract statistics

- 350 containers in just one busy week;
- Up to 55 containers delivered in a day;
- A convoy of the containers used in B15 would have seen the first reach the summit of Mount Everest and return to sea level before the last started its ascent;
- The RAF's aircraft, the Hercules, would have had to undertake 482 flights, full to capacity, to move the volume of the B15 project
- 63936m<sup>3</sup> (2,257,902ft<sup>3</sup>) moved;
- 14,928m<sup>3</sup> (527,194ft<sup>3</sup>) in just one week;
- 14.6 million lbs moved on this project - equal to the weight of 2,500 Rolls Royce cars;
- 3.42 million lbs in the biggest week;
- If each item moved had its own seat, the Twickenham rugby stadium would have been filled three times;
- Of the 2,500 moves completed, fewer than 25 complaints of loss, delay or damage were recorded;
- Next year's effort will be called 'Bravo-one-six'.



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## NEWS: INTERNATIONAL

## Re-brand for Sterling following US acquisition

Sterling Relocation, the London-based relocation company, has recently announced its intention to re-brand the company following its acquisition of a North Carolina-based relocation company.

**T**he company is also in the process of changing its name from Sterling Relocation to Sterling Mobility. The announcement was made at the ERC Global Workforce Symposium in Boston.

The company said that the acquisition would now allow it to offer US home sales and a range of detailed assignment management services. The company already has facilities in EMEA, Asia Pacific and the Americas and so, it claims, can now offer customised mobility services to clients anywhere in the world.

"Sterling is in the business of listening," said Jason Mills, Sterling's COO. "We partner with our corporate clients to learn about the full scope of their relocation needs to tailor a global mobility programme that best meets their needs. Our new brand is a reflection of our ongoing commitment to truly listen to our clients and help their assignees relocate seamlessly anywhere around the world."

At the time of writing the new brand logo had been applied only to the company's website, however it was in the process of being applied throughout the company.



● Jason Mills.



● Left to right: Eileen Lawlor, GM of Irishrelo; Kevin Kelleher, President and CEO at Cartus; Lisa Reid, Director Supply Chain Management EMEA at Cartus; Yvonne and Patrick Oman, Irish Relo.

## Irish Relo honoured by Cartus

Irish Relo in Dublin has been awarded both the Commitment to Excellency Gold Award and the Cartus Masters Cup, the highest accolade in the relocation industry.

**T**he award was made at a ceremony during the recent Cartus convention in Boston, Massachusetts.

The Gold award recognises a supplier's measurable commitment to excellence and is presented to Global Network service providers who have distinguished themselves

by achieving critical performance metrics. The Cartus Masters Cup is presented to the top Global Network member each year to recognise the winner's commitment to Cartus' vision, values, and specifically, its mission statement: 'We come to work every day to help our customers and clients succeed.'

## Graebel takes Gold Environmental Leader award in Denver, Colorado

On October 16 Graebel Companies, Inc. was honoured with the Gold Environmental Leader award at the 16th annual Environmental Leadership meeting at the Wings Over the Rockies Air & Space Museum in Denver, Colorado.

**T**he Colorado Department of Public Health and Environment, in partnership with the Pollution

Prevention Advisory Board and the Colorado Environmental Partnership, presented the award based on outstanding environmental achievements that help keep the state of Colorado a desirable place to work and live.

Graebel, headquartered in Colorado, was among 12 firms recognised in 2015. 97 corporations and philanthropic organisations that conduct business in Colorado have been designated Gold Leaders since the programme's inception in 1999.

In 2008, Graebel launched a companywide Corporate Social

Responsibility (CSR) initiative that is shaped by the United Nations' model to protect people, the planet and profits. Since then the organisation has successfully engaged in diverse CSR activities in the Americas, APAC and EMEA regions and its achievements are ongoing.

Chief Executive Officer Bill Graebel was named one of 12 nationwide finalists for *CR Magazine* CEO of the Year for his leadership and company's CSR achievements at the Commit Forum in 2014. Additionally, Graebel International Movers, Inc world headquarters has been continuously certified for the ISO 14001:2004 Environmental Management System (EMS) since 2007. The 14001 Standard embodies

**"Despite the highest levels of competition, Irish Relocation's performance went above and beyond..."**

Mike Brannan

"Our Global Network members perform to the highest levels for our clients. They will stop at nothing to provide the ultimate in dedication and performance, and Irish Relocation exemplifies these standards," said Mike Brannan, Cartus Senior Vice President, Global Supply Chain Management. "Despite the highest levels of competition, Irish Relocation's performance went above and beyond, and I'm therefore proud to present to them the Cartus Masters Cup Award for 2015."

Patrick Oman, from Irish Relo was extremely pleased to receive the awards. "We have been the runner up three times in the last four years: always the bridesmaid and never the bride. This time everyone at the office was delighted that we won. Our scores were always at maximum and this is a real reward for all their hard work."



● Bill Graebel.



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## SHIPPING: CONTAINER WEIGHING



# Container weighing

The big challenge for shippers in 2016.

**F**rom 1 July, 2016 every container that is loaded on any vessel anywhere in the world will have to declare a verified gross weight. The requirement is as a result of amendments to the Safety of Life at Sea convention (SOLAS) that have been adopted by the International Maritime Organisation (IMO). It is already throwing the household goods shipping industry, along with many others, into turmoil. This is not legislation that is likely to go

away and the authorities have already said that there will not be concessions. It's on its way so movers the world over had better get themselves ready.

The new regulations have been some years in the making and come as a result of some high profile shipping disasters including the *MOL Comfort* that broke in two while sailing from Singapore to Jeddah in July 2013 with the loss of over 7,000 containers; the *MSC Napoli* that suffered structural damage in bad weather

in the English Channel in January 2007; and others. In these cases the container weights were established as a factor in causing the incident. The legislation has also been encouraged by the insurance industry, fearful that a similar incident with one of the new breed of super container ships (20,000 TEU and above) could cost billions in claims and cause a severe hazard to shipping.

Lance Carter, Senior Marine Cargo Underwriter from Zurich UK General Insurance said about the new regulations: "They are a welcome development in the marine cargo insurance world as we will likely see a reduction in accidents and total losses and also potentially a reduction in shortage claims and problems associated with mis-declaration. However there are a few concerns that may materialise as the new regulations are enforced: The obligation is on the shipper to weigh each container – what if the equipment is not available or trained staff are not available at a particular location? The additional pressure on the freight forwarding and shipping industry could mean an increase in freight rates and could potentially mean delays in certain circumstances which would be problematic for time sensitive goods. Having said this, the risk of delays from implementing the new regulations is likely to be outweighed when compared to the current risks associated with improperly balanced containers which themselves increase costs by decreasing efficiency, creating unnecessary delays, and causing supply chain interruptions."

Chris Welch from the Freight Transport Association in the UK made the position very clear. "Shippers will be responsible for verifying container weights before loading and they need to be putting plans in place now to ensure they are ready. Containers without a verified weight won't be loaded onto container vessels from 1 July, 2016."

The FTA went on to explain that two methods of verifying weight are acceptable: either weighing the packed container using certified and calibrated equipment; or using a calculated weight method which involves summing the individual items separately, and adding the tare weight of the container and packing materials using an approved process.

The second method can only be performed if the company is accredited and approved to verify the weight. In the UK the Maritime and Coastguard Agency has devolved this function to the FTA.

The irony for the moving industry is that household goods are very lightweight in shipping terms with the average weight per TEU being in the region of three tonnes. It would make sense, one would think, for the authorities to accept a theoretical weight for such lightweight



## SHIPPING: CONTAINER WEIGHING



**"If we can't find a weighbridge close to loading, then it looks like we will have to bring the consignment back, so on-board weighing on**

**our trucks may become commonplace. Prices are going up to pay for it all."**

Robert Bartup

cargo based on a trial period, however there seems to be little chance that such a concession will be made. The Overseas Group of the British Association of Removers is in the process of writing to all the shipping lines to put a case for the industry however, Stephen Denning, speaking to *The Mover* on behalf of the BAR Overseas Group said, "It's almost certain that it will be ruled out because it's already gone to an international level. It will still be possible to use an estimated weight when booking a container but the weight must be verified before it goes to the port."

This is a global requirement. Some countries are better served with public weighbridges than others however, even where facilities exist there will be additional costs and delays. When companies choose to weigh the whole container it will be necessary for the vehicle to be weighed twice – empty and loaded – to establish the verified weight. Assuming, of course, that it is not possible for a rig to have its

ports refuse to take the cargo? If the weights are checked and proved to be incorrect what will the ports do? "It's only the master of the ship and the shipper that fall within the regulation, not the ports," said Stephen Denning. "The ports are under no obligation to provide a service and they seem reluctant to do so. But if delays are caused then the port will be penalised if the ship isn't loaded in time, ships have to sail half loaded or tides are missed." Stephen said that the shipping lines too don't want to get involved but in some countries they will have little choice. "Where the line employs much of the road haulage fleet they will have to get involved. It's probably worthwhile shippers talking to the lines early to see what arrangements can be made."

Chris Welch agrees. "The countdown towards 1 July, 2016 is looming with nine months to go before implementation. Shippers should now start discussions with their carriers and freight forwarders to set in place the logistics and communications systems to ensure compliance with the new rules and to avoid non-shipment and delays in the supply chain."

So what are movers around the world doing? Geoff Watson, Group Managing Director of Doree Bonner International in the UK said: "In my opinion, in the UK this can only be carried out at the Port of Exit, nothing else makes sense. They already have the equipment and with some investment they can make this happen. They will then make an additional charge for weighing, easily recover their investment and then make a profit. If it does not happen at the Port of Exit we are in real trouble in the UK. The two alternatives we have been given as solutions just do not work, they are impractical, expensive and operationally ridiculous."

Andy Neall, VP-Global Moving Services Support for TheMIGroup commented: "The most practical in certain markets will be container weighing and we recognise that will not be possible everywhere, and whichever way one reviews this, it does seem imminent that additional labour and trucking costs are going to be incurred."

Robert Bartup, Managing Director of GB Liners is looking for a resolution. "We are watching and waiting to see if there is any alternative to weighing at a weighbridge. If not then we will be looking to load only in the mornings as we can't run the risk of loading over-running and being left with a container full after the weighbridge has closed. If we can't find a weighbridge close to loading, then it looks like we will have to bring the consignment back, so on-board weighing on our trucks may become commonplace. Prices are going up to pay for it all."

"Having just returned from the IAM convention in San Diego we were astonished how many overseas agents had no knowledge of this new international ruling coming into force next year," said Noel Briscoe, Chief Operating Officer of John Mason International. "Some of the countries said they had no way of weighing containers prior to shipping."

Nigel Saunders from Nuss International in Australia said that it would be necessary for weighbridges to be made available close to ports and he believed the port authorities and the shipping lines were working together to find a solution. He added that enforcing verified weight tickets for shipments might be beneficial for movers as this would allow them to show an actual weight to their clients (such as large RMCs) rather than be required to use a theoretical weight, e.g. 45lbs per item, for charging purposes.

Charles Luyckx, CEO of Elliott Mobility in South Africa, said: "We have two methods of verification: 1) Using calibrated and certified equipment, we weigh the packed container at the end of the loading process once the seal has been affixed; 2) We weigh each package and include dunnage and securing material and then add the tare weight of the container to obtain a final weight. Obviously, the state authority will certify and approve this. Naturally, our preferred option is the first method. This is of course time consuming and comes at an additional cost."

Niall Mackay, Gerson Relocation commented: "We have established the whereabouts of suitable weighbridges in our area and established the costs. The steamship lines are not showing any signs of helping us with this at all, nor are the port authorities. This is something that MTC, OSA and FIDI should be banging on about furiously but they don't seem to be doing anything."

Whichever way you look at it those involved in shipping are in for a few changes next year. There is little doubt that the legislation is going ahead. Operators in some countries will find it easier to apply than others. What will happen when, inevitably, some shippers fail to comply, is unclear. What is clear, however, is that costs will rise and there should only ever be one person who pays: the customer. Too many times in the past we have heard that additional costs have been absorbed by the ultra-competitive moving industry under the mantra "The customer won't pay more". Well, this time the customer is going to have to pay. There is no alternative! And shippers the world over had better start talking to their hauliers, shipping lines and port authorities to work out exactly what the procedure will be when July comes just seven months from now.



**"The most practical in certain markets will be container weighing and we recognise that is not possible everywhere, and whichever way one**

**reviews this, it does seem imminent that additional labour and trucking costs are going to be incurred."**

Andy Neall

tare weight verified permanently by a method acceptable to the authorities. Even then it will vary depending on the fuel load, the amount of dunnage carried, and whether there's a co-driver.

That then begs the question: what will happen if shippers don't comply? Will

## NEWS: INTERNATIONAL

## IRU gears up to define commercial vehicles of the future

The International Road Transport Union (IRU) has begun its work to define the commercial vehicles that will operate on the infrastructure of the future.

**T**he initiative brings together a wide range of partners to ensure efficiency gains across the transport chain, a reduction of CO<sub>2</sub> emissions and increased safety in road transport.

IRU's working partners include European Commission and European parliament representatives from across the political spectrum, as well as leading non-governmental organisations from the environmental and road safety fields, transport industry stakeholders, vehicle manufacturers, transport technology specialists, academics and representatives from Europe's major cities.

Marc Billiet, leading the IRU's work said, "This is an exciting initiative that will chart the road ahead for the road transport industry. It will help define the sort of vehicles and infrastructure we want to see in 2030 and 2050. The world of 2050 will be a very different place from today as global trends such as urbanisation, digitalisation, e-commerce, increased electrification and e-mobility impact our lives."

The initial meeting of partners, which took place in Brussels set out the terms of reference, working methodologies, roles and expected contributions.



● Removers should build strong, happy relationships with their customers.

## The importance of going the extra mile

Most people only move a handful of times in their life, so the 'happy customers equals returning customers' business philosophy doesn't necessarily hold true for moving companies. However, this doesn't mean companies should neglect building strong and happy relationships with their customers.

**I**n the digital age, word of mouth is more powerful than ever. Movers may only use moving companies once but good reviews on Facebook and Google+ drive business growth and brand awareness.

"It's important to go that extra mile and provide a complete moving experience for the customers," said Brett Epstein, Director of Sydney moving company Hire A Mover. "This includes everything from time-saving professional packing services, cleaning services for a thorough end-of-lease cleaning, and even unpacking and handyman services when the move is over. Anticipating a customer's needs throughout every part of the moving

experience will help make the process more convenient and less stressful for the customer."

It's a long-term business approach that views customers not as one-off transactions but as real people which, according to Brett, has seen Hire a Mover increase its social profile and build trustworthiness into its brand image.

"Offering additional services is a good way of differentiating you from competitors and gives the customer a good indication that your business is focussed on creating a positive moving experience rather than just prices and logistics," he said. "At the end of the day, a happy customer means a happy review which is always good for business."

## FTA Ireland calls for clarity on truck taxation

**F**reight Transport Association Ireland (FTAI) is calling on the government to clarify details about articulated vehicle taxation following a Court of Appeal judgement in October that a trailer is not a separate taxable unit.

Hundreds of trucks are due to be re-taxed before the new rates announced in the Budget come into effect on 1 January, 2016, yet the Department of the Environment, Community and Local Government has not issued instructions to operators on how to proceed.

Neil McDonnell, General Manager of FTAI said, "This is a ridiculous situation where the Court of Appeal has made a decision but the government is dragging its feet over issuing information. Minister Kelly needs to put an immediate end to the confusion and advise operators what to do."

Last year, FTAI supported member company Perennial Freight in its appeal against prosecution for 'undertaxation' of an articulated truck. The case was heard in the Court of Appeal in June and a decision was delivered on 21 October. The court decided that only the tractor unit of an articulated vehicle was taxable, overturning the Director of Public Prosecution's interpretation of the law that the trailer was also a taxable unit.

Mr McDonnell said, "It was very obvious from the line of questioning taken by the judges that they had difficulty with the DPP's view of a trailer as a taxable vehicle. On its own, a trailer is not a mechanically propelled vehicle. We kept government informed of progress on this issue and now a decision has been made by the court, we need some clarity for operators."



● Articulated vehicle taxation: the tractor is subject to tax, but the trailer isn't.

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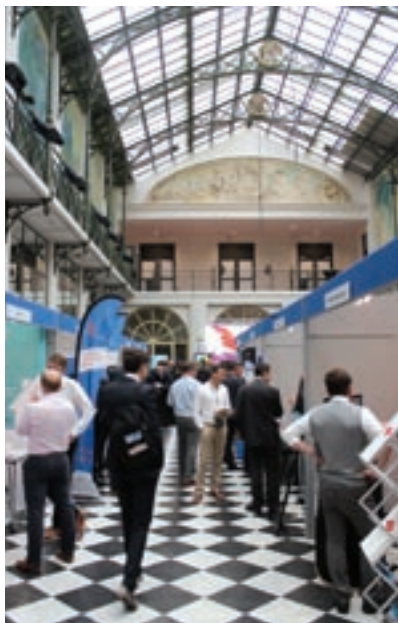


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## REPORT: FEDESSA CONFERENCE & SHOW 2015



# FEDESSA European Conference & Trade Show 2015

On 6 October, self storage owners, managers, investors and suppliers made the trip to the NH Grand Hotel Krasnapolsky in Amsterdam for the annual FEDESSA European Conference & Trade Show. By Rennie Schafer, Chief Executive Officer at SSAUK and FEDESSA.

**W**ith over 410 people attending over the two day event, this matched the numbers that attended the event in London two years ago, a record number to date.

The event was a huge success, with a range of speakers over two days, covering topics such as finance and economics, improving sales conversations, and using CRM to improve your business. One of the most anticipated speakers was Justin

King, former CEO of Sainsbury's, who shared his experience and advice on leadership and how to grow your business internally. He had the whole room captivated for the entire duration of his talk and then mixed with the delegates over lunch. Another popular speaker, Michael Tate, back due to popular demand, shared an entirely new presentation on how to convert self storage leads into sales.

The sessions also included a number of panel discussions, on topics such as the state of the real estate and self storage market, legal tips and a perspective from industry operators. At the end of the second day, delegates had a chance to speak directly with some of the speakers and industry experts in our round tables session. The round tables were well attended with people having detailed discussions based on the issues raised over the two days.

This year's event also hosted the largest self storage trade show outside the USA,



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**REPORT: FEDESSA CONFERENCE & SHOW 2015**

## This year's event also hosted the largest self storage trade show outside the USA, with a number of new exhibitors, bringing new innovations and ideas...

with a number of new exhibitors, bringing new innovations and ideas to the industry. Of course there were also the experienced suppliers returning with their expertise and long-standing support of the industry.

The large number of attendees and new suppliers is an indication that the industry continues to grow. This was backed up by data from the European Annual Survey, released on the second day of the conference. This is the fourth

European Annual Survey to be released, and the first to be produced in conjunction with property advisors JLL. The survey shows a 7.1% increase in the number of self storage facilities in Europe and a 4.9% increase in the amount of space in the past 12 months. The survey also shows that three quarters of operators expect next year to be more profitable, and many are looking to expand over the next three years.

The FEDESSA Conference also included networking events each evening. This year the Welcome Dinner took nearly 300 people for a trip on *The Prins van Oranje*, a fully restored Dutch saloon boat, viewing the sites of Amsterdam from its world famous canals. It was a night full of luxury, with quality food and drinks in a beautiful setting, perfect for our delegates to reflect on the day's events.

On the second night, the Gala Awards Dinner was held in the Grand Ballroom at the Krasnapolsky, celebrating the

achievements of the industry. The night opened up with entertainment from a Dutch illusionist group, followed by a three course meal, with the FEDESSA Awards presented between the courses. This year's awards were the most highly contested to date, with an amazing amount of high quality nominations. Shurgard Europe won the best facility award with their site in Lundavagen, Sweden and best manager for Nico Gast from the Netherlands. Storage King (UK) won the charity initiative award and Easybox the business initiative for their video sales link. The night was wrapped up by a cover band, with lots of dancing and celebrations from the winners.

During the conference, it was announced that the European Conference & Trade Show will be going to Barcelona next year on 5 and 6 October, 2016. With the growth in the industry expected for the next 12 months, it is set to get even bigger and better.



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## INSIGHT: DREWRY REPORT



## Rising demand and bigger ships driving container port investment boom

Rising global container port demand and ever larger vessels are driving terminal operators to make significant investments in additional capacity, according to the *Global Container Terminal Operators Annual Report 2015* published by global shipping consultancy Drewry.

**D**rewry predicts average global container port demand growth of 4.5% per annum through to 2019. This equates to an additional 168 million TEU of port traffic, bringing the global total to nearly 850 million TEU. Asia accounts for over 60% of the forecast global demand growth. At the same time, the deployment of ultra large container ships and the formation of new mega alliances are adding to capacity pressures on global/international terminal operators.

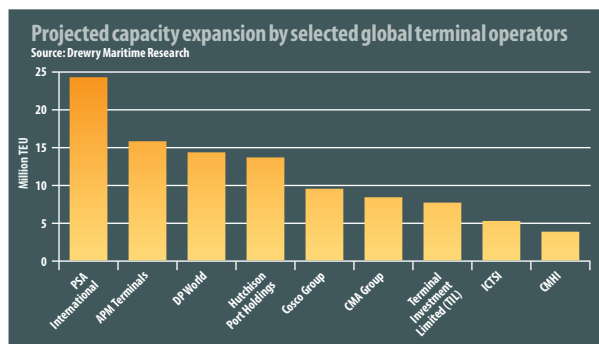
In response to this, a number of the 23 companies that are considered by Drewry to be global/international terminal operators are making significant investments in additional capacity over the next five years, as shown in the graph.

APM Terminals and DP World are the most active in terms of the number of new projects in the pipeline but PSA International is adding the most capacity in absolute terms, particularly in its home port of Singapore. Hutchison, CMA CGM, TIL and ICTSI also have significant plans, with the latter's expansion representing a 40% increase over the current capacity of its portfolio. The primary expansion focus of the global/international terminal operators is greenfield developments in emerging market locations, with acquisition and

divestment activity having reduced from last year.

players are actively investing though. A number of them, mainly shipping line owned portfolios, have little or no expansion plans, and several have engaged in divestment of assets in order to raise cash. At the same time there are several aggressive and fast growing companies seeking to join Drewry's exclusive club of global/international operators. Ports America and Yilport are the leading contenders for such status in the coming years. GulfTainer also has ambitious plans, and Shanghai International Ports Group maintains an appetite for international expansion. Meanwhile financial investors continue to buy and sell stakes in terminal and port companies.

Owning and operating container terminals on an international basis remains a profitable business but is facing significant challenges ahead. Neil Davidson, Drewry's Senior Analyst for Ports and Terminals said: "The typical EBITDA margins for global/international terminal operators remain in a range from 20-45% and the 2014 financial results were much in line with previous years, illustrating the consistency and reliability of container terminal operators' profitability. However, maintaining these margins will



become increasingly challenging in the face of the demands created by bigger ships and alliances."

"The global container terminal industry is facing unprecedented challenges as a result of the deployment of ever larger container ships, combined with the creation of larger shipping line alliances. These two interrelated factors are placing significantly greater demands on ports and terminals and having far reaching consequences, driving up operating costs and capital expenditure requirements," added Davidson.

*Global Container Terminal Operators Annual Report* is an annual report published by Drewry Maritime Research and is priced at £1,995 for a single issue. The report is available from the Drewry website: [www.drewry.co.uk](http://www.drewry.co.uk).



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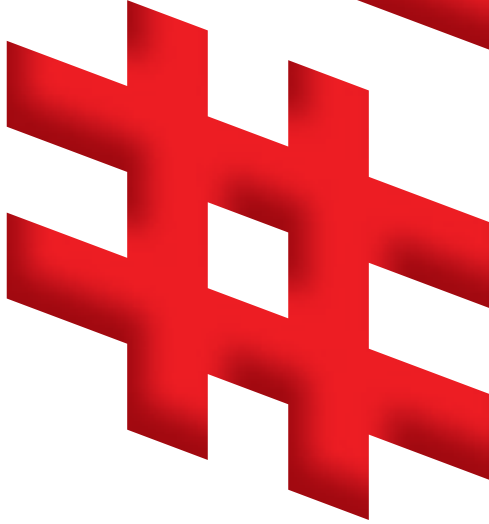
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## REPORT: IAM CONVENTION 2015



# IAM in San Diego

A remarkable convention in a remarkable city. By Steve Jordan.

**T**hose who have never been to San Diego would, I suggest, find the place surprising. The image of a stereotypical American city is imprinted on most people's minds: wide highways, no footpaths, outdoor advertising, McDonalds, and gum-chewing waitresses demanding 15% on the bill. Not in San Diego it's not.

San Diego is a stunning naval city, on a broad expanse of bay visited by vessels of all types from Laser dinghies to aircraft carriers, inclusive. The streets are clean; the traffic sparse and the drivers courteous; the local people are delightful and happy to engage in conversation at the slightest opportunity; and the city, particularly the 'old' centre, has real charm. As a stranger, it's one of the least intimidating places I have ever visited.

The convention hotel, the Hyatt, was as close to ideal as I have ever come across for a major convention. It's huge of course, easily eating up the 2,000 delegates, while still giving them places to hide and meet in relative anonymity. But its twin towers, linked by communal public areas, mean that you are never very far from anywhere. That's a very big thing when the event is dominated by a continuous treadmill of meetings with little or no time in between each. It's quite easy on the feet.

The hotel is also very conveniently positioned, in Seaport Village, with bars, shops and restaurants for when the hotel's charms wear off; the historic centre just a mile away; and, best of all, the Kansas City Barbecue (Top Gun Bar) is just across the street which is one of my favourite

places anywhere. I relax as soon as I walk in. Maybe I was a redneck in a previous life.

As always the convention was meticulously organised by Terry Head, Chuck White and Brian Limperopulos and the team from IAM. Having said that the pool area in which the welcome meeting was held was a little snug, especially with the pool itself in the middle. Quite how nobody ended up taking a dip, as the wine flowed freely, I have no idea – then again, I didn't stay until the last knockings so it's quite possible someone did before the night was out. And I did hear a few say that the food in the exhibition hall, compared with the lavish fare of last year, was a little meagre. But to complain would be picky in my opinion. There wasn't anyone in the hall that was hungry: everyone was there to work not sample the cuisine.

And work they did. There was the usual crush of people around the concierge desk all trying to keep appointments with people they didn't know, and frequently failing. However, the organisers had tried to help: there were three designated meeting places around the hotel, all of which remained relatively quiet the whole time. It was a simple matter to arrange a meeting at one of these with virtually no chance that you would miss each other. That said I don't know how long in advance people had been made aware of the existence of these sanctuaries



## REPORT: IAM CONVENTION 2015



**Some say it's a heaving throng of insincerity. They would be right. But I like it anyway. It's a place where you can exercise your salesman's gene with abandon and know that you won't upset anyone.**

so, as most people had made their appointments in advance, it was a while before they were fully utilised.

The exhibition was well attended and rigorously policed by the convention staff. Nobody without a badge stood a chance of getting in. The stands too showed their usual level of creativity: a circus theme with motorised animal scooters from TMM; the cheer leaders from Grid Iron Forwarding; and a casino from TriGlobal in which punters could

try a spin of the roulette wheel to receive live removals leads in their own country. Very popular. Those with more modest facades were still busy, with the hall buzzing from morning til night every day.

I didn't go to all the business meetings but those I did go to were reasonably well attended and the subjects were interesting and well covered. Terry Head is one of the most naturally entertaining public speakers I have come across and I have never tired of his banter and marvel at his accomplished ability to handle a crisis. I can well understand why people are distracted by the opportunity to have just one more meeting with someone who might prove valuable, I succumbed myself, but it's a shame more people don't make an effort to attend the plenary meetings. There is so much to learn.

You will gather from this report that I like IAM. Some say it's a heaving throng of insincerity. They would be right. But I like it anyway. It's a place where you can exercise your salesman's gene with abandon and know that you won't upset anyone. Nobody will be offended if you have to cut a conversation short because a more potentially advantageous prospect has entered the room. If every moving convention was the same it would be a nightmare; but once a year, it's a joy. If you are entitled to attend, but have never been, make 2016 a special year and give it a try.



● Above left: Tindi; above right: Bibiana; left: Dr Anthony A Scaduto.



## Emotion with Paramount

Paramount Transportation Systems hosted a cocktail party during the IAM convention at the Parq restaurant and nightclub in the historic centre of the city.

**A**round 600 people attended to help support the company and its adopted charity, the orthopaedic Institute for Children.

Some readers will remember the tragic story in our October issue (page 18) of Bibiana and her sister, Tindi. They are both albinos. In their native Tanzania the bones of albinos are prized by witch doctors. When they were both ten, they were attacked at home and Bibiana had her leg and two fingers amputated. They were left for dead.

During the cocktail party the surgeon who treated Bibiana in the USA, Dr Anthony A Scaduto, explained the work of the institute and showed a film about Bibiana. Then, to the shock and delight of the crowd, Bibiana and her sister walked onto the stage. Bibiana made a speech and Tindi sang a song, that she had composed herself, describing their story. It was a magical moment. Despite the size of the crowd the room was very quiet after as everyone was stunned into silence. An emotional and totally unexpected experience for all.

## REPORT: IAM CONVENTION 2015



● FEDEMAC Head of European Affairs Gabriella Dimitrova spoke at the Core Members meeting.

# FEDEMAC speaks to IAM

Gabriella Dimitrova, Head of European Affairs for FEDEMAC, spoke at the Core Members meeting at IAM to describe the work of FEDEMAC and to encourage the greatest possible cooperation within the moving industry worldwide.

**F**EDEMAC, she said, was: “The voice of European movers, the federation of European moving associations. It was created in 1959 and now represents 3,000 companies in 26 European states.” Over those years it had helped companies in different countries work together rather than seeing each other as competitors.

**“By collaborating we have a stronger voice. We believe that cooperation between FEDEMAC and the US will benefit greatly our industry.”**

Gabriella Dimitrova

“The EU and the single market has changed the way we do business in Europe,” she said. “The single market and the free movement of people and goods have enabled companies to expand their businesses across borders. But to have a functioning single European market we have to have talks as a European level.”

In explaining her role at FEDEMAC she said it was primarily to represent the moving industry at European level, this

means monitoring and influencing legislation on various topics in the European Commission and the European parliament. Gabriella said that this year European customs clearance has been a very important topic for members.

“Although there is a European Union, customs clearance is not harmonised in all Member States. We have found that many of our members feel that they are losing business to other companies because the documentation requirement in that particular Member State is so stringent. We wish to have a system in which all our members are on an equal footing. Therefore FEDEMAC has been seeking a meeting with EU policy makers to ensure that we can find a middle ground between all the Member States.”

The enforcement of driving regulations has also been a big issue. Gabriella said that, in the past if, for example, a Belgian driver was caught speeding in France he would get away with it. “This is no longer the case and the driver would now receive a fine from the French authorities.”

EU immigration is also affecting movers. Gabriella explained that FEDEMAC is addressing the situation at the English/French border, in which immigrants are jumping into trucks, destroying vehicles and goods and creating safety issues for drivers. “FEDEMAC has been working closely with the UK and EU governments to ensure that we have the necessary level

of security for drivers,” she said. “Due to this crisis we have the closing down of borders which is impinging on our free movement of people and goods. If borders are reintroduced in Europe it will have a serious impact on our industry as we will have to start queuing at borders again, which will waste time and add additional cost for our companies.”

A serious threat in Europe was the introduction of national legislation that had a much wider affect. The recent introduction of the German minimum wage of €8.50/hour, even for drivers merely in transit through the country, is a major problem for some Eastern European countries. “Other countries are considering imposing similar regulations,” she said, and if this happens, it could see the fracturing of the single market and its potential collapse.”

Gabriella closed by explaining that, as we now all work in a global environment, the actions of one country can affect others more than ever in the past. It was for this reason that FEDEMAC had recently held its first summit, this year in Riga. “During that meeting we had a discussion with Terry Head on the topics that the EU and US have in common. By collaborating we have a stronger voice. Data protection and customs clearance were identified as key topics. We believe that cooperation between FEDEMAC and the US will benefit greatly our industry.”



## Running for fun in San Diego

It was a perfect day for running (overcast with a hint of drizzle in the air) as the athletes gathered for the first ever Paramount Transportation Systems fun run held at the start of the IAM convention in San Diego.

**T**he event was held in aid of the Orthopaedic Institute for Children, Paramount's chosen charity, and run over a two-lap, 5km course along San Diego bay.

There was a combination of 'elite' runners, enthusiastic triers, fresh-air loving joggers and walkers who were just there to join in and enjoy the camaraderie. The men's winner was Enrique Lopez from Hasenkamp Relocation in Spain in a time of 18.56 with Jeffrey Warzinski from Champion International following close on his heels, crossing the tape two minutes later. Both were remarkably fast runs in any event let alone a conference fun run. Lisa Drewery from Taylor

International came in overall third and first lady in a time of 21:10.

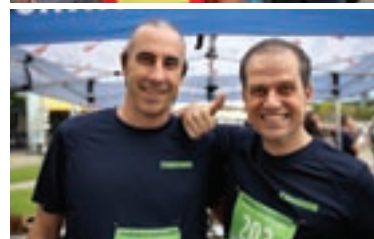
Over the course of the IAM convention, Paramount raised \$43,000 for the OIC from its fun run, garage sale and cocktail party.



● Laura van der List spins the roulette wheel on the TriGlobal stand.



● Top, left to right: Grace Bishar and Robert Cormier from Paramount and Mary Beth Perrine from the Orthopedic Institute for Children; second row, left: Enrique Lopez; right: Lisa Drewery.



## Taking a gamble at IAM

TriGlobal, the leads generation company based in The Netherlands, took an unusual approach to its stand at IAM in San Diego: roulette.

**T**o play, movers placed their business card on the roulette table. The croupier (Laura van der List) spun the wheel with a winning number providing the player with \$60 to \$360 dollars-worth of free leads. Even if a moving company lost, they still got a consolation prize worth \$50 of free leads. It was a great hit. The game was open both to TriGlobal's

existing and new customers alike.

The company had also prepared fact sheets on many countries showing how many leads it generated in each country every year. Movers are able to use this information to see what kind of traffic can be generated on their preferred routes.

A gamble? Perhaps, but one in which everyone wins.

## NEWS: ON THE ROAD

## Real driving diesel emission tests in EU from September 2019



● Elzbieta Bienkowska.

On 28 October, EU Member States meeting in the Technical Committee of Motor Vehicles voted by a large majority on the second package of implementing measures to introduce real driving emissions tests (RDE) for air pollutant emissions by diesel cars. The

current laboratory tests do not accurately reflect the amount of air pollution emitted during real driving conditions.

Commissioner Elzbieta Bienkowska who is responsible for Internal Market Industry Entrepreneurship and SMEs said, "The EU is the first and only region in the world to mandate these robust testing methods. And this is not the end of the story. We will complement this important step with a revision of the framework regulation on type-approval and market surveillance of motor vehicles. We are working hard to present a proposal to strengthen the type-approval system and reinforce the independence of vehicle testing. We are listening to the many views expressed and ideas put forward, and I thank the European parliament in particular for its valuable input."

The new RDE test will apply to all new vehicles from September 2019.



● Texting while driving.

## Dangerous behaviour by drivers on the increase

The risk of potentially costly duty of care problems is increasing, according to The Fuelcard People.

Steve Clarke, Group Marketing Manager, was commenting on three separate sets of statistics issued during October. He said, "When viewed together, recent news from the Department for Transport (DfT), the Institute of Car Fleet Management (ICFM) and the RAC combine to paint a sombre picture for van users/operators. They need to understand their legal obligations and plan accordingly."

At the end of September, the DfT's *2015 Contributory Factors for Reported Road Accidents* report was published. It showed the impact of drivers being careless, reckless or in a hurry increasing by 9% during 2014, compared with 2010. Accidents featuring drivers making poor turns or manoeuvres have risen even more significantly, by 15% over the same period. The incidence of drivers failing to look properly is also up, by 5%.

The ICFM addressed October's 2015 Fleet Management Live conference about changes in driver mentality. The growth in dangerous behaviour, particularly texting while driving, was highlighted. Fleet managers were reminded of the importance of risk management and the potential implications of driver error.

The *RAC Report on Motoring 2015* showed that, although it has been illegal for over a decade, 12% of drivers consider it acceptable to take a call on a handheld mobile phone while driving. This is an increase from 7% of drivers a year earlier. A full 17% of drivers believe that there is little danger in using a mobile for social media or texting while traffic is paused.

Steve Clarke continued, "Anyone responsible for vans must have a clear duty of care policy, fully understood by all drivers, and enforce its compliance."

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**RELOCATION:** GLOBAL HOTSPOTS

# Global hotspots:

## where your customers will move to in the future

International moving companies need to plan ahead by looking at where people might be moving to in years to come. Lamudi, a global property portal that focusses exclusively on emerging markets, looks at where the megacities of the world might be in the future and, therefore, where people will be moving to.

**W**hile megacities in the more developed world are becoming saturated in terms of population, their counterparts in the emerging markets continue to progress. Cities including Jakarta, Manila, Karachi and Mexico City are becoming drawcards for young, tech-savvy and mobile adults.

In advance of the ASEAN integration, Southeast Asian megacities including Jakarta and Manila will witness increased growth, both physically and economically. While work is underway to create an economic powerhouse, these cities are becoming investment hotspots for real estate, technology, finance, education and industry. The demand for a successful integration, coupled with the pressure of rapid urbanisation, is causing these countries to work on improving local infrastructure, with particular focus on their capital cities.

Colombo, Sri Lanka's largest city and commercial capital, is currently undergoing a dramatic transformation. Driven by the country's economic growth and infrastructure development, there

has been greater urban migration towards Colombo. Skyscrapers have shot up across the city over the past five years, an attestation to the pulling power that the country is developing with domestic and international investors.

Earlier this year, Riyadh was named the Middle East's top financial centre. As Saudi Arabia diversifies its economy to reduce its dependence on the oil and gas sector, banking and financial markets are stepping up to attract significant investment into the country. Ambitious development projects in the city are expected to boost the local economy, offering local and international financial institutions, bodies and banks a home in Saudi.

Lagos has a very promising future. The city's rapidly growing population and strong economic growth is increasingly attractive to investors. As the second fastest growing city in Africa, Lagos is home to the country's banks and financial institutions, as well as corporate headquarters. Furthermore, it is one of the fastest urbanizing cities in the world. Consequently, it has become a hub of high-tech innovation

and development, increasingly alluring to investors, venture capitalists and entrepreneurs.

Paul Philipp Hermann, Co-Founder and Managing Director of Lamudi commented: "Investors are recognising a change in megacities in the emerging markets. Businesses are benefiting from a number of reforms over the past five years, with an increasing number attracted to the abundance of opportunities in these rapidly growing cities. The focus is now on the growth potential of tomorrow. Economic activity within developing countries is only expected to progress in coming years, as government reforms





support financial, educational and technological development."

Across Asia, the Middle East, Africa and Latin America, megacities are revealing increasing infrastructural, economic and investment potential. Young and growing populations, coupled with economic growth - including strong GDP projections - are turning these megacities into a desirable choice for foreign investors, multinational corporations and financial institutions.

● Main image: Mexico City.



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## NEWS: ON THE ROAD



● Driverfta.

## FTA's new app keeps drivers informed and on the move

The Freight Transport Association has launched a brand new app, Driverfta, which gives drivers complete visibility of their drivers' hours data.

**D**escribed as 'the ultimate app for drivers', Driverfta enables them to keep track of their most recent driving updates including date and time of their last card upload and the last activity included in that upload. They can view key working times, weekly rest figures, and other information including what time their next shift can start.

Sam Varrall, FTA's Tachograph Product Owner said, "FTA is delighted to announce Driverfta which gives drivers a complete overview of working times, drivers' hours and any infringements incurred. This enables them to take responsibility of their own hours, assisting them in planning their day more accurately and ensuring they keep within the legal limits.

We have listened to the needs of our members and after long discussions have worked with them to develop innovative software to save time, money and improve compliance."

With changes in technology and customer demand, organisations have highlighted that drivers need a more transparent view of their working hours with clear indications of forward hours and driver history to reduce the risk of infringements. More importantly, this information needs to be easily accessible so drivers can access it quickly at their own convenience without the need to return to the office.

Following the launch of the Association's online data management portal Visionfta last year, FTA has continued to work with its members and developed innovative software to keep their drivers informed and on the move providing them with a complete overview of working times, drivers' hours and infringements.

Drivers will also be able to view the work history screen which initially shows the last two weeks of information received by FTA including digital, analogue and data manually added to Visionfta such as holidays and sickness, as well as highlighting vehicles used and any infringements incurred.

The new Driverfta app is available to FTA members on both iPhone and Android devices.

## FLEETS WON'T DROP DIESEL WITHOUT TAX AND LEGAL CHANGES

Vehicle fleet operators across Europe are unlikely to move markedly away from diesel power unless major tax and legislative changes are introduced, predicts Chevin Fleet Solutions.

**T**he fleet software specialist says that recent concerns over the accuracy of diesel emissions tests and the effects on air quality of NO<sub>x</sub> and other pollutants are unlikely to create a shift on their own.

Ashley Sowerby, Managing Director at Chevin said, "Fleets generally want to do the right thing from an environmental point of view but they are also under pressure to balance financial and operational factors. The fact is that the current dominance of diesel has been very much driven by tax regimes and legislation that were designed to place minimising CO<sub>2</sub> at the centre of all emissions thinking. Unless there are changes to tax and the law – and quite dramatic changes – fleets will probably keep favouring diesel because it still provides the best balanced outcome when they come to making fuel choices."

Changes such as the decision to ban diesel cars from Paris by 2020 could mark the start of a legislation shift away from diesel and ultimately create quite a strong disincentive.

Ashley added, "It is by taking a blunt, CO<sub>2</sub>-centric view of what we want from vehicle emissions that tax and legislative regimes across Europe have ended up inadvertently creating the air quality problems that we are now experiencing. Legislators who come up with similarly simplistic anti-diesel policies should take care that they do not throw out the baby with the bathwater. We need a thoughtful approach if we are to avoid making parallel mistakes."

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

## FTA keeps you moving as winter bites

**W**ith winter weather already affecting parts of the UK, the Freight Transport Association (FTA) is advising anybody involved in the management and movement of vehicles to take precautions to

protect themselves from the possible problems generated by severe winter weather.

FTA has a suite of products and services designed to support and advise operators and drivers over the winter months to help them

keep on delivering the goods that everyone needs. The Association works closely with the national highway authorities and the Met Office to communicate vital weather information and provides a traffic information service which operates 24-hours a day, seven days a week, to ensure that vital amber and red winter weather alerts are passed on to members as they are issued.

Malcolm Bingham, FTA's Head of Road Network Management Policy said, "Over recent years the Met Office has become more focussed on the effects of severe weather and all road users need to take note of the warnings that are issued. The freight and logistics industry is reliable and makes arrangements to cope when hit with severe weather conditions, but FTA can provide additional information, support and equipment to help them keep moving throughout the winter months."





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## SHIPPING: ToR PROCEDURE CHANGES



● ToR procedures will only be granted to the Customs Authority in the Member State in which the goods will be put to use.

## European Customs: are you ready for the change?

It could easily be the biggest storm that has hit the shipment of household goods to Europe this century. When Article 123 of EC Regulation 1186/2009 becomes effective on 1 February, 2016 everything changes.

**F**or many years the Transfer of Residence procedures for household goods entering the EU allowed for goods to be customs cleared in the country in which they first arrived, then delivered to their final destination. From 1 February, 2016 these ToR procedures will be granted only to the Customs Authority in the Member State in which the goods will be put to use.

The import regulations in the UK have always been very straightforward, more so than other EU Member States. So

many shippers chose to send groupage containers, with goods for distribution throughout Europe, via the UK consolidators. In future, each consignment will need to be held under bond and cleared separately at its final destination.

The effect of the change will be felt globally in the industry. Shippers will have to decide to which country they ship their consolidated traffic. It will change depending on the mix of shipments in the container. Some may choose to send goods LCL. Destination agents throughout



● Jennifer Sloan.

the Union will, no doubt, benefit, except those in the UK that will find this lucrative revenue stream curtailed.

Costs will increase as will transit times. Those increases will also dissuade some customers from shipping household

**“I think that France may get more LCL shipments due to the loads that will not be moving via groupage anymore.”**

Jennifer Sloan

goods into Europe as there will always be some for whom the economics of shipment are marginal.

Jennifer Sloan, Manager, European Relocations Services in Marseilles, France said that French companies had lost much business over the years because shipments bound for France had been routed via the UK. “I think that France may get more LCL shipments due to the loads that will not be moving via groupage anymore. It means more business directly to the country, a benefit to all French movers. Also there might be better efforts by partners elsewhere to ship groupage containers to France rather than splitting them out as before via the UK.”

The UK groupage companies will, however, lose out. There is also little consensus on exactly what the new procedure should be, how much they will cost and how long deliveries will take in the future. Shippers should be aware of these changes and advise their clients accordingly if shipments leaving their origin countries now are expected to arrive in Europe after 1 February, 2016.

The full picture of how household goods movements to and through Europe will work in the future is yet to emerge.

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## NEWS: PEOPLE



● David Raynor and Lorraine Dicksee.

## Lorraine Dicksee retires

Colleagues and clients of Lorraine Dicksee, General Manager at specialist insurance broker Reason Global, gathered at Brighton's Grand Hotel on 6 November to wish her a happy retirement after more than 40 years in the industry.

Lorraine joined Reason Global in 2005 after spending several years with the Willis Group where she specialised in removals and was responsible for developing an insurance facility for the burgeoning self storage industry in the late 1980s.

Lorraine has fond memories of those early days when self storage was a new concept in the UK and few people predicted that it would become the multi-million pound industry it is today.

"I remember being invited to speak about insurance at a Self Storage

Association meeting in London during the early 1990s; there were only about 30 people there," said Lorraine. "That's how it all started for me and from there it just snowballed. In those days people would often begin working for one of the large operators and then decide to set up their own business, it was a very dynamic market. Last year I spoke at the FEDESSA & SSA conference in Stockholm and there were hundreds of people in the audience. It's amazing how the industry has grown."

Ten years ago when regulation

was introduced to the insurance industry Lorraine worked closely with the BAR and the Self Storage Association, along with the FSA, to develop ways for removals companies to sell insurance without having to be regulated. The scheme that was eventually agreed still forms the basis on which insurance products are sold by removers and storers today.

With so much experience in the removals and self storage business Lorraine is highly regarded by her clients who admire her straightforward honesty and wealth of knowledge, and will be sorry to see

her go.

"During the last couple of years I've been doing more work behind the scenes dealing with things such as compliance, policy wordings and other technical matters, although until very recently I still dealt directly with clients," said Lorraine. "I've been training and mentoring some of the younger members of the team in preparation for my leaving and I know they will do a great job. There are also some very experienced people here who have worked in the industry almost as long as I have, so our clients will continue to be very well looked after."

"Lorraine will be sorely missed by all of us at Reason Global, not least because of her skills and expertise in her field, but also as a team player in the office, who always gave time and guidance to her younger colleagues when needed," said David Raynor, Reason Global Managing Director. "With Lorraine retiring, the self storage and moving industries will have lost one of their biggest enthusiasts, but I am sure it will always be in her heart."

Although Lorraine will be sorry to leave the industry she has devoted over 40 years of her life to, she is looking forward to her retirement and having the time to indulge her love of travelling with husband Andrew. The couple celebrate their 30th wedding anniversary this year and have already made plans to visit the Caribbean, Canada and North America.

"I shall miss my job and the people I have had the pleasure of knowing for so many years," said Lorraine. "I suppose in some ways the insurance industry is boring, but I have loved every minute of it. It's all about the people. The people in the moving and self storage industries are the friendliest, most sociable people you could ever wish for and I can't praise them enough for the support they've given me over the years."

## Simon Johns joins Red Recruit

Recruitment specialist Red Recruit has announced the appointment of Simon Johns as sales director. Simon will be well known to many in the removals industry having held senior positions with Simpson's Packaging, PHS Teacrate and Pickfords during his career to date.

Speaking to *The Mover's* Editor Steve Jordan at the IAM convention in San Diego Simon said he was delighted with his new role. "It was too

good a chance to miss and I'm really excited about the future," said Simon. "I've had lots of positive feedback from friends in the industry and I'm looking forward to meeting new clients and attending conferences and events in the coming year."

Red was founded in 2002 and specialises in recruitment for the removals and logistics industries.



● Simon Johns.



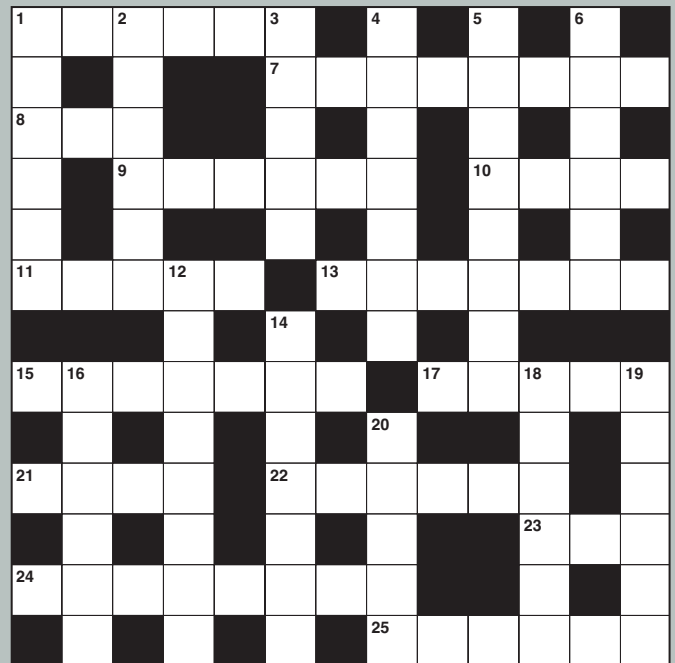
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# Puzzles



## ACROSS

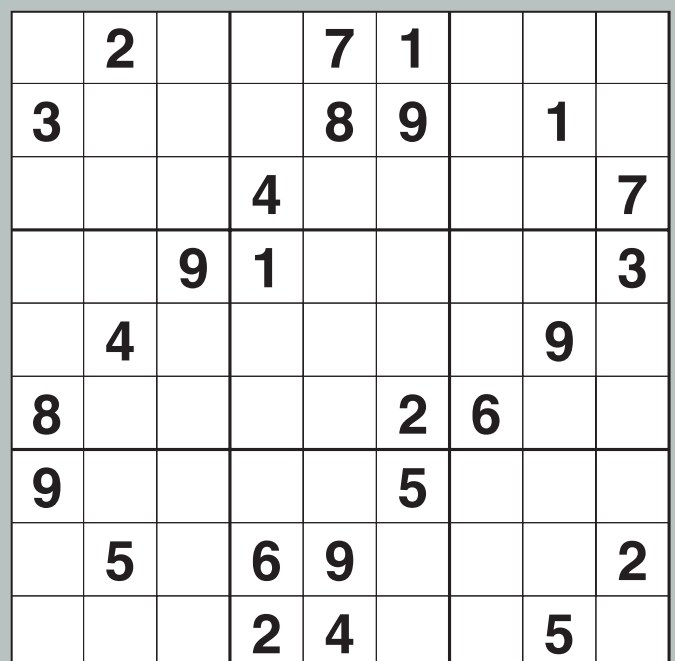
- 1 Andre \_\_\_\_ : tennis player (6)
- 7 Edge (8)
- 8 23rd Greek letter (3)
- 9 Pieces of paper (6)
- 10 Food (informal) (4)
- 11 Japanese dish (5)
- 13 Reindeer (7)
- 15 One more (7)
- 17 Vascular tissue in plants (5)
- 21 Inflammation of an eyelid (4)

- 22 Wooden house (6)
- 23 Pub (3)
- 24 Brilliant performers (8)
- 25 Point where two edges meet (6)

## DOWN

- 1 Popular round fruits (6)
- 2 Comes up (6)
- 3 Henrik \_\_\_\_ : Norwegian dramatist (5)
- 4 Last longer than (a rival) (7)

- 5 Individuality (8)
- 6 Wall painting or mural (6)
- 12 Until now (8)
- 14 Creator (anag) (7)
- 16 Foolish person (6)
- 18 Cosmetic cream (6)
- 19 Way of doing something (6)
- 20 Simple (5)



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## NEWS: PEOPLE

## Jim Barnett retires from Suddath

The Suddath Companies recently announced that Chief Financial Officer, Jim Barnett, will retire in January 2016, after 41 years of dedicated service.

**B**arnett joined Suddath in 1974 and assumed the CFO position in 2002. Kevin Gannon, Chief Financial Officer for the Suddath operating companies, will assume the role for the parent company following Barnett's transition.

"It has been my pleasure working with Jim for the past three years and I can see firsthand his policies and prudence have helped get us to where we are today," said Michael J Brannigan, President and Chief Executive Officer. "Jim's fiscal leadership and vision contributed significantly to our company as he leaves a legacy of financial size and strength unmatched in our industry."

"I cannot stress enough what it has meant to me, our Board of Directors, our family and our company knowing Jim has been managing our financial decisions for the past 13 years as CFO," explains Steve Suddath,



● Jim Barnett.

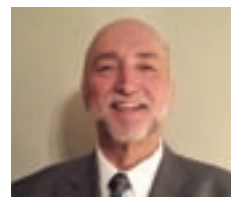
Chairman of the Board. "Through his uncompromising integrity, insightful nature and no-nonsense style, we have always been able to rely on Jim as an implicitly trusted resource during our years of most

significant expansion and diversification."

In the four decades of his financial tenure, Suddath has gone from a seven-location moving and storage company to a \$500 million global transportation, logistics and relocation management enterprise with more than 30 locations worldwide.

"I am very proud of what we've accomplished as a team here at Suddath and thankful that I've been able to spend my career working alongside some of the finest leaders in our industry," said Jim Barnett. "I look forward to staying on to help ensure a seamless transition of my CFO responsibilities as the company continues to grow and expand."

Jim will remain with The Suddath Companies in a consulting role, including a continued role on the Board of Directors.



## Tom Weimer joins INTEREM

**I**NTEREM Relocations in Dubai has announced the appointment of Tom Weimer as Director - Partner Development. Tom has had a career spanning over 45 years in the moving industry with the US military and later with North American International. He also worked for Pasha Moving Service, Global International in New York and Prudential Relocation in different capacities managing imports, exports, freight forwarding, NVOCC operations and domestic freight trucking.

Tom will now report to Rahul Pillai - CEO, Interem Relocations. ● E-mail: [tom.weimer@interemrelocations.com](mailto:tom.weimer@interemrelocations.com).



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## The White & Co Mystery Mover

Congratulations to Ben Scheiner, Managing Director, Global Relocations in the UK for correctly spotting a youthful Errol Gardiner last month. Ben was first out the hat but there were very many correct answers as would be expected. This time, therefore, it's much harder. But come on, surely there is someone out there who can put a name to the face of the gentleman engaging the lady in conversation. The first entry chosen will win the much coveted White and Company Red and Black watch. Answers please to [editor@themover.co.uk](mailto:editor@themover.co.uk).

## Lucien Pot goes it alone

Lucien Pot has left the company that bears his name, Pot Moving Company in The Netherlands, after more than 25 years.

**W**im Pot, Lucien's cousin, will continue as director of the company, securing the continuity of the company for the future.

Lucien has now begun a new career as an entrepreneur counsellor. This will allow him to use his experience to help other entrepreneurs in reaching their goals. He will also become a freelance project manager for a wide range of markets. "I'm filled with ideas and energy and really looking forward to focussing on the new challenges," he said.

Lucien said that the Pot Moving Company is: "A beautiful company and I'm looking back on a great time. It is a stable family-owned company that saw a lot of developments through the years. I started as a little boy, making liftvans for the storage. I can look back at a pleasant time in the company and thank my partners very much for that. Naturally I will follow the developments and they



● Lucien Pot.

can always count on my expertise."

As an Entrepreneur Counsellor Lucien will be the sparring partner for entrepreneurs in small and medium-sized companies, that want to innovate and grow. "In my job as project manager, I can be hired as a professional to successfully complete projects or improvement of processes. The main disciplines where I focus on are ICT, logistics, transport and quality.

● Lucien may be contacted via: [www.lucienpot.nl](http://www.lucienpot.nl).



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## Tony Allen: And finally ...



# A talent to amuse!

Is it not a given fact that everyone should acquire at least one special skill, talent, party piece or whatever you want to call it, during the course of their life? For example, when I was young I developed the art of being able to produce a tune on my skull by rapping my forehead with my knuckles. This talent has served me in good stead over the years, and once almost got me a job as 'Head of Music' with the London Philharmonic Orchestra.

A school friend of mine studied for a degree in astrophysics, but I always found that I was more popular at parties – compare:

This is Brian, he has a degree in astrophysics.

This is Tony, he can produce a tune by rapping on his skull with his knuckles.

No contest!

It is fascinating when you learn what hidden talents people have. I recall that at one particular removal conference there was a Caribbean evening and we all dressed up in the appropriate gear. During the course of this jolly evening, there was a limbo-dancing competition and on the next table to us was a slightly portly and rather conventional gentleman who decided to enter. Who'd have thought!

The upshot was that he turned out to be an absolutely superb limbo specialist and won the competition hands down – or without hands down if you prefer! I later learnt that he had acquired this skill during a longish stay in the West Indies, when he was younger, and had waited throughout his life for his big moment to arrive – or as Andy Warhol would have said: 'his fifteen minutes of fame'. Although I must say that it has lasted longer than that, because, even to this day, I am sure that there are people around in the industry who still remember this event. If nothing else, it certainly beats astrophysics! Apparently, the only other time when limbo dancing had been of use to him was on one occasion when he was locked in a gent's toilet cubicle, he had utilised his skill to escape under the door – and if you believe that you'll believe anything.

As individuals, we seem to fall into two categories, namely artistic or practical. The artistic person is also likely to be good at music, design, acting and so on. The practical person is likely to be good at maths, mechanics, accountancy, and so on. There is room for us all, and this has nothing to do with our basic personality. I must confess, for example, that I am absolutely useless at anything to do with DIY. I try very hard, but in the end I am totally dependent upon a team of practically minded friends, neighbours or relations.

For me it's a challenge, but they always seem to make it look extremely easy.

Of course my non-practical nature can often create problems. One day I decided to convert a single plug socket which we had in our sitting room into a double one. I first chipped out an appropriate sized hole which I then packed out with an appropriate size of Weetabix packet as the hole was too large. I duly inserted the fitment; made all of the necessary connections and Hey Presto! My next door neighbour happened to be passing at the time and asked me if I had tested my handy work and I replied that I had not. Fortunately, he told me, he had recently purchased a new testing screwdriver which actually lit up, and this would be a good opportunity to give it a try (got there yet?). We went into the sitting room at which point he was kind enough to tell me that the fact that the socket had a slope to the left gave it a kind of bohemian quality. Anyway, and with great aplomb, he duly inserted his testing screwdriver which unfortunately did not light up – in fact it blew up – and so did he! In a blinding flash I was left

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with a vision which can only be described as similar to that of the cat in a *Tom and Jerry* cartoon under similar circumstances. My neighbour was OK but I got the impression that he was slightly overwrought. In addition his brand new testing screwdriver appeared to have melted and, I must say, so had our relationship.

So just remember, hone that special skill. You might never need it but maybe there will come a moment in your life when you can have your one moment of glory. Whether it be humming and whistling at the same time, dancing, conjuring or any skill you like, just have a go. If you can't think of a skill just try rapping your knuckles on your forehead, that's what has got me where I am today.

A merry Christmas and happy New Year to all.





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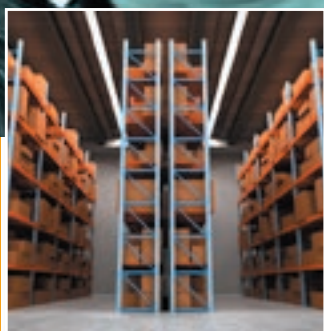


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