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Issue 069 December 2016 www.themover.co.uk

TheMover

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MAJOR MERGER

Abels Moving Services, Gerson Relocation and Momentous Relocation merge. **Page 28**

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MATTHEW JAMES
— GLOBAL RELOCATIONS —

TheMover

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LEADER

Thank you whoever

Steve Jordan, Editor



I had a call yesterday from a reader. I always welcome calls because it means that someone feels strongly about something we have published and that is (usually) a good thing. Even if they are being critical, I welcome that too: we don't always get everything right so when people point out our failings it gives us the opportunity to make amends.

This caller had a strong opinion about something we had written. Great! The problem was, he wouldn't give his name. When I suggested, as I frequently do, that he should write his thoughts down and send them to me for publication he simply replied that "I wouldn't print them anyway". I don't know who this gentleman is, but he clearly doesn't know me very well - does he!

Every month I publish 52 pages of information, stories, thoughts, ideas and comment. I might not agree with it all, I don't have to agree with any of it, but I publish it anyway because I believe that people have the right to be heard. If this gentleman has an opinion I will be delighted to help him share it as long as it doesn't put either of us in court and anyone criticised has an opportunity to respond. I do ask for just one courtesy though: his name.

If I think hard I can imagine circumstances when publishing an anonymous story might make sense. It's a recognised journalistic technique to help generate interest in a topic that might otherwise get lost. There might be a time when someone is genuinely in fear of their livelihood, or their health, if their name were used. But these cases are very rare.

On the occasions that I have been asked to publish anonymously I believe it's just been because the person wants to have a rant but is not prepared to defend themselves should people want to come back at them. That's not a good enough reason in my opinion. Everyone knows who I am and can call me at any time to criticise what I have published. I don't think it's unreasonable to ask others using my medium to do the same.

So, my friends, I encourage you to write to me with your opinions. The more, the better. You can be as radical as you like, downright crazy if that's how you feel, but don't ask me to leave your name off the bottom of the page. If I can do it, so can you.

Merry Christmas.

Steve Jordan



● PPS's Circular Living Exhibition display.

Crate hire specialist PPS at waste reduction exhibition

PPS, the crate hire company, has been recognised for its hard work and commitment in helping to make a difference in reducing waste by being asked to take part in London's Circular Living Exhibition last September.

PPS is known for its ability to work with numerous industries, including the removals sector, to supply reusable packaging.

The exhibition organisers chose 'pioneers' from across the UK that are seen to be bucking the trend and finding innovative ways to reduce waste. The various companies then came together for the exhibition which aims to help educate industry about the waste reduction solutions currently available.

Joanne Moss, Managing Director at PPS said, "We were really excited to be part of this event as an endorsement of the hard work we're doing to help industry find ways to combat waste. It's important that we get the message out there and educate as many people as possible on the simple ways we can reduce packaging waste as it's a question for manufacturers that isn't going to go away. It's great to see that so many companies are working hard to make a difference

"We were really excited to be part of this event as an endorsement of the hard work we're doing to help industry find ways to combat waste."

Joanne Moss

in this area and we were proud to be asked to be a part of it."

PPS was established in 2002 and has sites in Grimsby and East Staffordshire. The company offers cost-effective, environmentally friendly alternatives to cardboard and polystyrene single-use packaging including a nationwide crate hire service for the removals industry



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NEWS: UK

BISHOP'S MOVE WINS SUPPLIER OF EXCELLENCE AWARD

Bishop's Move has won the award for 'Supplier of Excellence' at the recent Lexicon World of Quality supplier awards in Washington DC, USA.

This annual relocation event highlights and celebrates the outstanding performance of suppliers' services to the global mobility industry.

Lexicon Relocation, LLC is recognised as an industry leader in global mobility. The World of Quality awards are only presented to companies that follow rigorous standards and are based on specific industry metrics and audits.

"The winning of this award is testament to the high standards of our services within the international and domestic relocation arena," said Neil Bishop, Chairman of Bishop's Move. "It also recognises the effort and dedication of our staff who have worked so hard in providing such excellent global relocation services this year."

This is Bishop's Move's second award this year, having recently won the Association of the Relocation Professionals (ARP) award for 'Best Removal Company' for the second year in a row. Bishop's Move has also been shortlisted for 'International Moving Company of the Year' at the 2016 EMEA EMMAs.



● The Suppliers of Excellence Award.



● Gary Burke (right) receives the award from PAIMA President Jose Marrero.

Global award success for Burke Bros Moving Group

Burke Bros Moving Group fought off competition from around the world to achieve a global award for a sustained commitment to environmental responsibility and ecological awareness.

Managing Director Gary Burke was presented with the Juan Peralta Ecology Award by the Pan American International Movers Association (PAIMA) at its conference in New Orleans last October. The company represented the European nomination at the conference, fighting off competition from delegates representing more than 40 countries from all five continents, and was presented with the overall award for the most outstanding environmental performance within the moving industry.

Burke Bros Moving Group has maintained a record of recycling 100% of reusable materials without any waste going to landfill. The moving company has implemented a waste management system, working in collaboration with ACM Environmental PLC, to ensure the procedure is environmentally and legally compliant.

Upon receiving the award, Gary Burke said, "We're incredibly pleased that our work has been recognised through this award. It was a real pleasure to receive

congratulations from all corners of the world at the PAIMA conference. We take our commitment to environmental issues seriously and work to set the benchmark for competitors in the sector. Importantly, the waste management processes we have implemented are sustainable for the future."

"We're incredibly pleased that our work has been recognised through this award."

Gary Burke

Burke Bros Moving Group is no stranger to winning awards, having also been the overall winner of the Juan Peralta Ecological Award in San Francisco in 2006, for the best contribution from a moving company on global environmental issues, and recipient of the 'Service Provider of the Year' award for 2013-2014, from the Black Country Chamber of Commerce.

MASTERCRATE SUPPORTS SKIING WITH HEROES

Martin Wray of Mastercrate has volunteered to be a ski buddy for the Skiing with Heroes charity event from 26-29 January, 2017 in Klosters, Switzerland.

Skiing With Heroes is a UK-based charity that supports wounded ex-Iraq and Afghanistan campaign soldiers through a specially designed 'skihabilitation' ski-based development programme; a process whereby wounded veterans regain their confidence and start on a path to fitness, sustained well-being and then, if desired, employment.

With the overwhelming success of the recent Paralympics and more poignantly the Invictus Games still fresh in the memory, Martin is hoping to raise even greater awareness of this much needed support link.

Skiing With Heroes is a non-profit making organisation. From the ski buddies to the chairman and founder, everyone is a volunteer and unlike most charities, none takes a salary, with all ski buddies required to finance their own travel arrangements to and from Klosters.

If you would like to help with Martin's fundraising, you can donate via his JustGiving page: www.justgiving.com/martinalanwray.



● Skiing with Heroes.



● 38% of movers book a removal company a month in advance, ICM's research says.

Midlands customers are best at planning

Customers in the Midlands are meticulous about planning their moves in advance while those in Wales and the South West are happy to leave everything to the last minute, according to new research commissioned in the UK by Royal Mail Redirection.

According to the research performed by ICM who questioned 1,920 recent home movers, 38% of them organise key tasks such as booking the removal company a month before their move date. When the move is only seven days away, 35% of them take out a Redirection, 34% update their gas and electricity suppliers and 33% change the details on their TV licence.

In contrast, 10% of home movers in Wales and the South West admitted that they had been in their new home for over a month before they arranged for WiFi to be installed; 18% waited up to two weeks before giving their new address to their pension providers, 15% to their employers and 8% to their bank. Over a quarter of home movers in the region didn't take out a Redirection until five days after moving, leaving their important personal and financial details at risk of falling into the wrong hands.

Jim Conning, Managing Director of Data Services at Royal Mail, said: "I know from personal experience that moving home is a stressful time, especially as you get closer to the move date. There can be as many as 30 companies and suppliers to tell, not to mention thinking about how you are physically going to move your furniture and personal items. While updating service providers such as banks and pensions companies or taking out a


Redirection can seem like a small task, they are the only way to protect yourself against your personal information falling into the wrong hands leading to identity theft."

In general, home movers across the country prioritised updating gas/electricity supplier, letting family and friends know of a new address and buying cleaning products before a move. They waited until they had moved to change their address on their driver's licence, with their bank or building society and on their TV licence.


"... moving home is a stressful time ... There can be as many as 30 companies and suppliers to tell ..."

Jim Conning



Over three quarters of those questioned admitted that they didn't – at any point before, during or after the moving process - update their gym membership with their new address details. A further two thirds didn't change their magazine subscriptions, while nearly half said they didn't change their online shopping accounts meaning that personal details, magazines and even shopping would still be going to their old address.



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MADE IN BRITAIN 

PROFILE: SADLERS



Deputy Editor David Jordan took a trip to Birmingham to meet Sadlers to find out why reusing rather than recycling makes sense.

It was in the grim post war days of the 1950s when Harry Sadler realised the value of reusing redundant packaging materials from Birmingham's diverse industries. Now over 60 years later, and in its third generation of family ownership, the business is still flourishing and Harry's vision of giving used boxes a second life is proving more popular than ever.

"All the material ends up being made back into new boxes, so if they're still in good condition it makes more sense to simply reuse them..."

Mark Sadler

As I turned into Sadlers' yard, nestling by the side of Birmingham City's St Andrew's stadium, a curtain sider was being loaded with pallets of used corrugated boxes neatly wrapped in cellophane ready for delivery. After the usual signing in formalities I chatted with Mark Sadler, Harry's great grandson, about how the business operates and why using used boxes makes good business sense.

"Basically we do the same as Harry did when he first started the business," said

Mark. "Back then his main line was wooden ammunition boxes - there were lots of those in Birmingham - and tea chests, rather than cardboard, but the principal is still the same. We buy used boxes from factories who need to dispose of them after the contents have been used in production or taken into stock. This means they don't have to bale and store them and they also get a better price than selling the cardboard for scrap," said Mark.

Before visiting Sadlers I watched a video on the firm's website that demonstrates the apparent absurdity of recycling cardboard boxes. The video tracks the path of a box from the original user disposing of it after use, to the finished, recycled product.

"All the material ends up being made back into new boxes, so if they're still in good condition it makes more sense to simply reuse them," said Mark. "It's a bit of a play on words, but we call it 'thinking inside the box'."

Customers reusing boxes from Sadlers benefit from much lower prices and are not at the mercy of continually fluctuating prices caused by increases in the cost of raw materials. This is particularly relevant at the moment with paper prices increasing steeply following the drop in the value of the pound.

However, used boxes are not suitable for everyone; they may still carry the original user's branding for example, or not be the ideal size for a particular purpose. But for most applications, including many in the removals industry, they are ideal and represent a significant saving.

For those who prefer to use new stock, Sadlers also carry a full range of high quality boxes as well as specialist products such as cardboard wardrobes, pack 1 and pack 2 boxes and general packaging materials for the moving industry.

"We have many removal companies collecting boxes from us here in Birmingham and we deliver all over the UK using our own vehicles with the support of hired transport," said Mark. "People can order online or simply call us to arrange a delivery or to collect an order themselves. We will also deliver online orders directly to the removal firm's customer ahead of a move."

In our modern 'green aware' society, reducing waste both in our private and business lives is part of our everyday routine. In the 1950s when Harry Sadler started his business the world was not so enlightened. He was obviously a man of considerable vision, a man who thought outside - or should that be inside - the box.

● www.sadlers.co.uk.

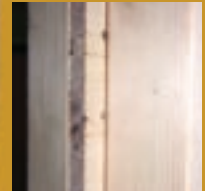
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NEWS: UK



● Bespoke Bodies gets muddy for breast cancer.

Born Survivor in aid of Preventing Breast Cancer

Staff from Bespoke Bodies of Warrington have taken part in Born Survivor, a 10km, military-style obstacle course that tests endurance, courage, fitness – and sense of fun at the same time.

Born Survivor is not billed as a race, it's a challenge. The crew from Bespoke Bodies took part in the event to collect money for Preventing Breast Cancer, a charity that funds ground-breaking research solely aimed at preventing the disease for

future generations. The company first noticed the charity when one of its customers wanted a vehicle painted shocking pink in support of the charity. This was also a fitting charity as the mother of Laura Yardley, the company's marketing manager, had recently been

diagnosed with breast cancer but had been successfully treated owing to early diagnosis.

"The excitement leading up to the event was palpable and we had all sorts going on from people taking ninja classes, military diets, running and cycling," said Laura. "Everyone

was doing something different to increase their fitness. On the day we soon realised that serious athletes take part in these events (common sense really) and that we would just have to rely on sheer determination and teamwork to get the job done."

The event started with a climb over logs and a crawl under barbed wire before the really muddy stuff. "It surprised many of us how well we worked together as a team," said Laura. "Our newest team member is our mechanic, Keith, and although he was our oldest team member he used all his army training to motivate and generally kick everyone into gear. He never left a man (or woman) behind."

"The very last obstacle, the Blitz, required us to run up a steep wet slope and over a wall. A few of us took a few falls and scrapes but in the end everyone, with the help of the team at the top, managed to complete it," said Laura. "The one thing that kept people going throughout the mud, sweat and tears was the thought of an ice cold beer at the end. Unfortunately they ran out before we finished the course. We can use this as inspiration for completing it quicker next time."

Bespoke Bodies raised £2,414 for Preventing Breast Cancer from the event.

New van for Cyril Worth and Son

Cornish removals company Cyril Worth and Son has added a seventh vehicle to its fleet.

The Peugeot Boxer was supplied by SBR of Preston and has a one container, 650ft³ lightweight low loader body with full length rear

doors. Vehicle extras include a reversing camera, parking sensors and grille-mounted warning lights.

The van was bought for the company's new container storage facilities to facilitate removals with difficult access. Andrew Worth, Managing Director, said:

"To date we are very pleased with this vehicle, with the mpg and how versatile it is, making our removal operations much easier. We are even thinking of ordering another."

● Right: Cyril Worth and Son's new Peugeot Boxer.



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Fork Lift Truck Association opens Stolen Truck Database to all

The Fork Lift Truck Association (FLTA) has created an online UK database where thefts of trucks can be reported.

Users simply visit the FLTA website to report a theft or check the database to avoid buying a stolen machine.

The Stolen Truck Database is believed to be the first of its kind in the UK. Through it, anyone who has had a truck stolen can report the theft and the details of the truck including make, model, power source and serial number. This is then added to a central database. Similarly, anyone being offered a used truck can access the database to check whether it has been reported as stolen.

"The FLTA has been operating a similar database for the benefit of its members for a number of years and, because it has proved so successful, we decided to open the facility to a much wider audience," said FLTA's

"... because it has proved so successful, we decided to open the facility to a much wider audience ..."

Peter Harvey

Chief Executive Peter Harvey.

"Over time, it will become an invaluable resource to the whole industry including those buying trucks, those who own trucks and the trade itself. It will also be a valuable tool for law enforcement officers."

● Visit <http://fork-truck.org.uk/best-practice-advice/stolen-truck-database>.

Pickfords wins award for its Apprentice Scheme

Pickfords has been awarded 'Newcomer Large Employer of the Year' at the South East & London National Apprenticeship Awards.

The awards, run by the National Apprenticeship Service, recognises employers and apprentices from across England that demonstrate how apprentices have made a difference to their organisation and careers. The awards also recognise businesses that grow their own talent with apprentices who have made a significant contribution to their workplace.

Pickfords began its apprentice scheme in 2015 with a view to filling a skills gap for both HGV drivers and office-based staff. Working with recruitment company People Plus Group Ltd, Mark Taylor created Pickfords' Apprenticeship Scheme to create opportunities for young people across the country. For many, it was a first job role which provided coaching and training and lead to a professional qualification.

As a regional winner, Pickfords has made it through to the National Apprenticeship awards. Finalists were announced in November and the winners will be announced in January 2017.

Consumer Director Mark Taylor said, "This is the first time we have entered this competition and we are delighted to have beaten such stiff competition to win the Regional Award. Thanks need to go



● Sherrie Henrick from Pickfords' HR Team and Consumer Director Mark Taylor.

"This is the first time we have entered this competition and we are delighted to have beaten such stiff competition to win the Regional Award."

Mark Taylor

to our HR team, our management teams, People Plus Group Ltd and our apprentices who have worked so hard to make this project a success."



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REPORT: THE MOVERS & STORERS SHOW 2016

Movers & Storers Show 2016

Movers and suppliers to the moving industry gathered in Leicestershire on 2 and 3 November for The 2016 Movers & Storers Show.

After three years at Silverstone's famous Wing building the show moved to a new home: the recently renovated Hanger-42 at Bruntingthorpe proving ground, a former WW2 air station a few miles north of Lutterworth, deep in the Leicestershire countryside.

The mighty war planes that defended the nation are thankfully long gone, but there is still an air of nostalgia within the hanger's walls and the feeling that the ghost of 'Ginger' in his sheepskin flying jacket and boots is still looking on.

"... visitors seem to have stayed on-site for much longer than they did at Silverstone, and many exhibitors have been reporting increased leads and sales compared to last year's event."

Charlotte Parslow



Hanger-42's huge 36,000ft² floor area meant the exhibition could easily be staged on one level with trucks, vans and containers sharing the space with stands, representing a wide variety of services from software to packaging and insurance. This gave the impression that the show was bigger than the Silverstone events, which had to be staged on three levels.

The layout was completely transformed, with the café space – dubbed the 'R Lounge' in a nod to sponsor Reason Global – situated right at the entrance. A relaxed, comfortable feel was a feature of the show in many areas, with beanbags in the Buzzmove Web & Social Media Clinic and lounge chairs in the Seminar Theatre.

The programme of free seminars – sponsored by *The Mover* magazine – was themed around the idea of looking 3-4 years into the future and considering how business will change. Attendance was good for all sessions, with particular highlights being Damien Seaman's honest and incisive presentation on lead generation, Gordon Rafferty's look at the 'man and van' business model, and James Backhouse's considered talk on Brexit and its implications for the transport industry. *The Mover's* Editor Steve Jordan wound up the presentations by taking a not too serious look at how people might

move in the far distant future. Scary stuff!

As in previous shows, teams competed for the highly contested Packer of the Year Award, sponsored by Britannia Reeves. The winners were MGR Removals for an impressive third year running, with Wotton of Tiverton hot on their heels in second place. There was also a fun contest to build an archive box, with prizes going to anyone who could beat 20 seconds. The winner – Laura Yardley from Bespoke Bodies – recorded an incredible time of 14.88 seconds.

The 2016 show also saw the launch of a new competition to find Britain's Strongest Removalist, sponsored by Britannia Movers International. Although the organisers struggled to find willing contestants the competition proved to be a popular spectacle as visitors watched some of the industry's most powerful men tackle feats of strength, including a truck-pull, to decide the winner. The competition, which looks set to be a regular feature of the show, was won by Sam Pierre from Britannia Reeves, with second place going to David Mercer from United Movers.

Attendance was steady across the two days, with a total of 598 visitors being welcomed during the event. While the organisers would have liked to have seen



● Bruntingthorpe proved to be a superb venue.

more people coming through the doors, exhibitors were still kept busy and a huge number of orders were placed on-site. Bespoke Bodies had a truck for sale on their stand but – to the disappointment of many – it was snapped up early on the first morning!

Show organiser Charlotte Parslow said, "We've had a fantastic couple of days here at Bruntingthorpe. A lot of company owners and managers have attended the show, visitors seem to have stayed on-site for much longer than they did at Silverstone, and many exhibitors have been reporting increased leads and sales compared to last year's event."

Dates for the next Movers & Storers Show will be announced soon.

REPORT: THE MOVERS & STORERS SHOW 2016



● From far left: the R Lounge was at the heart of the event; Wotton of Tiverton bid to become Packer of the Year champions; Van Girls weigh up the Packer of the Year competition; Sam Pierre competes in the truck pull event; Allports discuss loloaders; Mark Tresler and Andy Shotbolt from Britannia present the Strongest Removalist prizes; below: MGR supplied the winning team and the 4th placed team as well in Packer of the Year.



● Buzzmove had lots of prizes to be won on their stand.



● UVB brought along more vehicles than ever this year.

New services from Bespoke Bodies

Bespoke Bodies had a successful Movers & Storers Show with John Sturt from the company reporting a number of direct sales of vehicles from the stand.

The company has also recently started to provide additional services to its customers. These include providing servicing and MOTs for local companies, and offering a vehicle survey service in which a mechanic from the company will inspect a second-hand vehicle that is being bought to have a new body fitted for a customer. The mechanic will provide a full report on vehicles prior to purchase to help customers make wise choices.



● Bespoke Bodies at The Movers & Storers Show.

Bespoke Bodies provides vehicles for sale from stock and also offers a rental service, short or long-term. This can be useful to help customers during the busy summer months or if a vehicle is off the road being repaired.

AIM Award winners

AIM (Alliance of International Movers) presented the trophies for its annual awards at The Movers and Storers Show. The Domestic Mover of the Year was won by All Moves of Nottingham, Derby and Leicester; the runner up was Bristol House Removals. The AIM Commercial Mover of the Year is Isis Relocation from Milton Keynes. The awards were presented by Scott Rust from AIM.



● Left to right: Gabriel Gomes, Isis Relocation (Commercial Mover of the Year); Terry Cox, Bristol House Removals (Domestic Mover of the Year – runner up); Gordon Rafferty, All Moves (Domestic Mover of the Year); Scott Rust, founder of AIM.

REPORT: THE MOVERS & STORERS SHOW 2016

The Seminar Theatre

The Mover magazine sponsored The Seminar Theatre at The Movers & Storers Show. Here is a brief summary of the main sessions, some of which will be featured in more detail in subsequent issues.

Regulate van and man drivers

Gordon Rafferty from All Moves UK argued that all man and van operators should be regulated to perform household removals. He said that small vans were an important part of the industry, for small jobs, addresses with bad access, for transporting packing materials, but the lower end of the market was giving the industry a bad name.

"It's time the industry was regulated," he said. "In the UK you don't need to be regulated to trade as a mover but you need a licence to be a scrap man."

Gordon said that not all van and man operators are bad. In fact many established moving companies started that way. But he believed that they should be required to do a basic course in manual handling, driving at work and safe loading to obtain a licence. "That way, if they do something wrong, their licence can be taken from them. It would get rid of the £10/hour van and man companies."

Predictions for the next few years

Simon Hood (John Mason), Becky Downing (Buzzmove) and Richard Cundiff (We Are Moving Relocation Services) formed a panel to discuss the likely developments that will affect the moving industry in the immediate future.

of technology.

Was the 'Movinga' business model the shape of the future industry? The panel thought it was but, Becky explained, it had failed because the company had been unable to perform the survey and pricing sufficiently accurately. "But there is a lot of money being spent and someone will get it right one day," she said. She also said that this model was not a threat to the traditional moving industry and any successful company would need to be good for the rest of the industry as well.

Simon said that he suspected John Mason would be a telesales company in 20 years, not running any vehicles at all. Becky said that although the industry needs to be visionary it must also retain the flexibility of thought to be able to respond quickly as changes come along.

'O' Licences for under 3.5 tonne vehicles

Ian Dodd from AIM, explained that the European Commission was pressing for 3.5 tonne vehicles to require operator's licences and, as the 'O' Licence system was in operation before the UK became part of the EU, it was likely to go ahead even after the UK has left.

He explained that drivers of under 3.5 tonne vans are currently subject to UK domestic driving laws which are rarely enforced. However, if they were required to have an 'O' Licence the conditions would become much more onerous.

The implication from Ian's presentation was, should 'O' Licences become required for under 3.5 tonne vehicles it would be an additional imposition on the established moving industry, but it would also have the effect of increasing the entry requirement for people joining the industry and, therefore, provide an element of regulation.

Solving problems on social media

Charlotte Parslow, from Animo Events, presented her thoughts about how to handle complaints received from customers over social media. She said it is essential to respond quickly as appearing to ignore a comment can look as if you don't care.

The person dealing with complaints should be very good at customer service; they must be good at handling people.

They also need a support network to help them should they need to escalate a problem. Remember that social media operates 24/7 so you should be able to monitor your social media around the clock.

Charlotte said that when handling complaints you should: keep cool, own up to it, help the person to solve the problem, and give them some closure by explaining what you have done to try to prevent a reoccurrence. "Social media is about people, so be genuine, use their name and give them yours," she said. "Don't send stock answers."

Do you really need a recruitment company?

Caroline Seear from Red Recruit offered suggestions for people wanting to recruit staff without using an agency.

She said that firstly it's important to consider whether the job actually needs filling. Could it be amalgamated into someone else's job? If not, is there someone already in the company that could be trained to do this job?

If the role must be filled the first step is to draw up a job description in agreement with other members of staff. Does anyone in the company know someone who should be interviewed for the position? What are the most and least challenging parts of this job? What sort of person will it suit? What sort of person will fit into the company culture?

When writing the advert remember that you may not refer to the candidate's age, sexuality or ethnicity. At interview give them real-life scenarios to solve. Remember that they are interviewing you too: what does the company have to offer them?

How to generate leads on social media

Daniel Ricardo from Strategy Plus provided information to help companies generate their own leads online. He said that the buying process was in three stages – awareness, consideration and decision – and it was during the consideration stage that social media was most effective.

Daniel explained how to use social media to identify people who were interested in moving home and then to promote directly to those people. One of

There was no doubt that the industry is changing. Simon Hood spent some time describing SurveyBot, a technology recently adopted by John Mason ...

There was no doubt that the industry is changing. Simon Hood spent some time describing SurveyBot, a technology recently adopted by John Mason that avoids the need for a surveyor to attend a home by conducting the survey via a smart phone. Simon said that this technology allowed surveys to be performed 24-hours a day, from anywhere in the world. To illustrate how quickly technology was moving, Becky explained that her company was now offering a similar technology free to its customers. Richard said that the industry was crying out for this type

REPORT: THE MOVERS & STORERS SHOW 2016

the main search criteria, for example, on Google, was 'Moving House Checklist'; "So it makes sense to have a checklist on your website," he said.

The purpose of promoting on social media is to get people to click through to your landing page. This should have a form to complete for more information. You can then use the information to contact them by e-mail regularly with valuable information about moving home and a call to action. When they are ready to move, they will think of you first.

Daniel also had an idea: Why not have a competition via social media or on your website offering a 'free removal'? Only people interested in moving will take part.

Lead generation

Damien Seaman from Buzzmove said that his company had no interest in providing customers with leads that they couldn't convert. "We are on the same side," he said. "If we provide you with rubbish leads, you'll stop using us."

He gave some examples of companies that have used lead generation successfully and explained that lead generation is a much less expensive way of generating enquiries than using advertising on Google.

The 'race to the bottom' image of the industry was because the cost of moving home is negotiable. You can't negotiate with the lawyers or the exchequer.

Damien said that it's necessary to educate customers as much as possible so that they understand that the price isn't the most important thing. "We want you to succeed," Damien said. "The more we can do to help you convert them the better we all do."

Lead generation should be used as just one of the ways a business gets enquiries. In response, moving companies need to call back straight away, do something to stand out, show that they are reliable and think long term. "If lead generation is not working for you, talk to your lead generator, they will want to help you."

Protecting against cyber crime

Daniel Brown from MoveMan stepped in at the last minute to offer advice on how to protect against cyber crime. This largely falls into five categories: Phishing, to obtain personal information; Spear Phishing,

where the e-mail appears to come from someone the recipient knows and trusts; Denial-of-Service (DoS) where the perpetrator tries to make a machine or network unavailable by overloading; Ransomware, malicious software that's designed to lock a user out of their computer; and Malware, designed to disrupt or damage a computer system.

Dan said that it is important to educate staff about the hazards of cyber crime, for example not to open e-mails from an unknown or suspicious source and if they do, not to open any attachments. Dan advised to hover the cursor over a suspicious link to display the link destination before clicking on it.

Other key precautions include: making sure WiFi is secure; updating software and antivirus systems; having a strong password policy; avoiding the use of generic e-mail addresses such as info@xxx; and having secure, tested backups.

How will Brexit affect you?

James Backhouse, a solicitor for Backhouse Jones, gave his opinion on the consequences of Brexit. He said it was the biggest economic change for Britain since the Second World War. The EU was formed in the 1950s to stop Europe fighting. The UK has given notice that it wishes to leave those agreements and set up new agreements with the rest of the world.

James said the government won't say what it wants because it needs to keep a strong hand in the negotiations. It will try to make sure whatever is lost from the EU is at least gained from elsewhere. Nothing will change for at least 2.5 years until Brexit is complete.

He explained that Germany and France will want the best agreement they can get with the UK. "They do not want us to fail," he said. The economy will be the priority for the UK government as it will not want to go into the next general election during a recession. This will be good for business.

Regarding regulation, James said nothing much will change. Many of the regulations were invented by the UK anyway and all the current EU regulations will be imported into UK law initially, to be changed only as necessary in the future.



● Becky Downing, Richard Cundiff and Simon Hood.



● Gordon Rafferty and Ian Dodd.



● Charlotte Parslow and Caroline Seear.



● Daniel Ricardo and Damien Seaman.



● Daniel Brown and James Backhouse.

NEWS: UK

Three major Banbury companies favour local mover

Banbury-based Jamie Briggs Removals & Storage has successfully completed prestigious contracts with three major Banbury firms.

The company, which is based at Upper Heyford, Oxfordshire, was chosen by Norbar Torque Tools, Banbury Postiche and Kärcher UK, to undertake their moves to new premises.

Catherine Rohll, Commercial Director at Norbar said, "We were delighted that we chose Jamie Briggs to help us with moving our offices from Beaumont Road to our newly refurbished premises on Wildmere Road. Jamie and his team were helpful, adaptable and always willing to go the extra mile to make sure that the move went as smoothly as possible."

This contract was closely followed by the move of 25 employees and a vast amount of stock from professional hair products supplier Banbury Postiche to nearby Wroxton. The company has been at the forefront of developing and

providing hair products, wigs and wig making equipment for 80 years.

Kärcher is a family-owned global leader in cleaning technology which employs over 11,000 worldwide and is renowned for its high pressure cleaners, floor care equipment and many other products with distinct yellow and black branding. Jamie Briggs provided a bespoke package to move its UK head office workforce of 125, plus IT equipment and canteen facilities from Beaumont Road, Banbury to its iconic new premises in Brookhill Way.

Managing Director, Jamie Briggs said, "We were delighted that three leading, local companies entrusted major relocation projects to us and I would like to thank all my staff for their dedication and hard work. As a Banburian, it is extremely gratifying that not only have



● Jamie Briggs Removals' team with some of the Kärcher UK Ltd staff during their recent move.

these employers chosen to remain in the area but have also used a local supplier, reinforcing the many values and advantages of this region."

Relocation Logistics designs purpose-built ramp for unloading long items

Belfast-based Relocation Logistics has employed Thorworld Industries to design it a purpose-modified yard ramp that will help it to load and unload long items.

The company, originally formed in 1994 as a household removal firm, has evolved with the times and its clients' business needs, by expanding its services to include the shipping and handling of wind turbine component parts and timber materials.

"The ramp we had on hire was far from ideal, in terms of design and quality," said Jeff Doran from Relocation Logistics. "We felt that rather than paying a monthly fee to rent a piece of equipment that had become antiquated, we could source a firm capable of manufacturing a bespoke yard ramp - one with the capacity to better handle the large materials we ship and store, and designed to ensure our operatives



● Loading ramp with castellated sides for handling long items.

remained safe at all times."

Jeff began an Internet-based research project, and found that Thorworld Industries had the

expertise to customise mobile yard ramps and create loading bay solutions that met specific loading needs. "As many of the imported materials we handle are long and large, such as timber products and the blades and main engine drives for wind turbines, we needed a piece of equipment that would facilitate our fork lift trucks more safely, and speed up the loading and unloading process - particularly as our business has become more productive in recent years," explained Jeff.

The new design has castellated sides that allow operatives to unload long items from the side of the ramp. The yard ramp has also been finished in bright orange offering superb visibility - another major safety factor.

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PROFILE: KETTERING SELFSTORE

New self store for Pink & Jones

Deputy Editor David Jordan took a trip to Northamptonshire to see Britannia Pink & Jones's newly opened self storage facility – Kettering Selfstore.

If location is key to the success of a self storage business, Britannia Pink & Jones has hit the jackpot with its impressive new facility on Kettering's Pytchley Business Park. As I drove down the busy A14 and my satnav announced "You have reached your destination" a large blue, red and yellow sign mounted high on the side of the tallest building on the Park came into view: unmistakable to all. Pytchley Business Park is close to all the usual suspects: McDonalds, Tesco, KFC and the like, all adding to the footfall in the area and will help make Kettering Selfstore a familiar brand in the town.

Pink & Jones and sister company Harrison & Rowley, based in St Neots, were founder members of Britannia Movers International and provide services in the adjoining counties of Northamptonshire and Bedfordshire. Harrison & Rowley has offered limited self storage facilities for some years in St Neots, but this is the first time the Spooner family, that owns the two companies, has operated a full 24/7 service.

As I entered the 2.5-acre site I passed through the first line of security, a sturdy steel gate opened by tapping in a unique security code - known only to the customer

- into a nine-key pad. To make life easier the main gate is open during working hours, although with CCTV, closely monitored by Mayson Byatt on reception and a second keypad entry needed to access the building, security is tight. Mayson met me at the door and introduced me to Director Mark Spooner, General Manager Jim Williams and Site Manager Steve Newman.

As we chatted over coffee in Steve's office I asked Mark why his family - who also own the property company that developed the site - decided to open a self store business. "We bought Pink &



● Left to right: Jim Williams, Steve Newman and Mark Spooner.



● Entry requires a unique security code.



● Mayson Byatt.

PROFILE: KETTERING SELFSTORE

Jones, which at the time was based in Wellingborough, about six years ago with the intention of expanding the business," said Mark. "We needed bigger premises and spent the next few years looking for something suitable, but nothing was available in the area. Self storage was always part of our plans so when this site in Kettering, right next to the A14 came up, it was a chance too good to miss."

There were also historical connections, as Pink & Jones had originally operated from Kettering before moving to Wellingborough some years ago, and the

"If you're running a small company for example and need to keep stock, you can rent the space you need, when you need it..."

Steve Newman

name was still well known in the area.

"It was a 'brown field site' that was frankly a bit of an eyesore, so planning permission was fairly easy to obtain," said Mark. "The site was big enough for us to build several industrial units as well as the 10,000ft² warehouse we needed for Pink & Jones, so the Council welcomed the development and its potential to create local employment."

The warehouse, which opened in September, is at present divided into two sections, half being kitted out with purpose built self storage units over four levels and the remainder used for container storage for the removals side of the business. If the level of business is sufficient, more self storage units will be added in the future.

"It's early days but already about 20% of the self storage units are full," said Steve. "Most of our customers are business people rather than private individuals. If you're running a small company for example and need to keep stock, you can rent the space you need, when you need it, rather than tying yourself into a lease on a building and paying rates and utility

bills. It makes good business sense, especially with all the uncertainty following the referendum."

Although there are other self storage facilities in the area, Kettering Selfstore is the only one offering genuine 24/7 access. "All the big self storage operators are quite a long drive away from Kettering," said General Manager Jim Williams. "People don't want to have to drive for miles to visit their storage unit and being able to do so 24 hours a day seven days a week is a big attraction. It's also something customers are prepared to pay a little extra for."

The design and fit-out of the building was carried out by Cheshire-based Active Supply and Design and comprises 165 units, ranging in size from 10 to 200ft², on four levels and accessed by a passenger and goods lift.

Active's Sales & Marketing Manager Richard Allen said, "It has been a pleasure to work with Mark and his staff on their first venture into the self storage industry and we are quietly confident that the business will expand further in the not too distant future. We were involved with this project from the early stages and, as always, used our industry experience to provide the very best in all aspects of the design and build in a cost-efficient manner."

Pink & Jones used a local radio station, Connect FM, to generate initial publicity for the store and the team has planned an ongoing radio campaign along with leaflet drops and Google AdWords to create new business in the future.

Setting up a new self storage business is an expensive undertaking, but given the public's appetite for the service and the small number of staff needed to run a modern facility, the rewards can be considerable.

I asked Mark how long he expected it would take Pink & Jones to recover its initial investment. "Other Britannia members I've talked to who have started self storage businesses have recouped their capital investment in about four years," said Mark. "We've been a little more conservative with our business plan, but I'm confident we'll get pay-back by the end of our fifth year."

● **More information about the self storage industry is available on the Self Storage Association's website: www.ssauk.com.**



● Kettering Selfstore interior.



NEWS: INTERNATIONAL



● Left to right: Susanne Freifrau von Verschuer, CEO Fermont; Renate von Metzler, Honorary Chairman DMSG; Bernd Crusius, Managing Director DMSG.

Fermont helps raise €89,000 for MS charity

Fermont in Germany has helped raise €89,000 for the German Multiple Sclerosis Association (DMSG) by providing logistics services to the 13th Pfennigbazar (Penny Bazaar) held on 7 September at the Frankfurt Dominican Monastery.

The revenues of the two-day sale in the popular second-hand charity warehouse are mainly intended to benefit the DMSG in Hesse that provides consulting and therapeutic services for multiple sclerosis sufferers, as well as new projects focussing on young multiple sclerosis patients.

Susanne Freifrau von Verschuer, CEO of Fermont and co-initiator and highly engaged member of the DMSG in Hesse, was delighted with the result at the end of the sale. "We earned €89,000 in two days," she said. "We are very satisfied with this." Susie and her team have been the organisational backbone of the Pfennigbazar since it started

in 2004. "The donations, which were sorted by the volunteer helpers on seven collective appointments, filled over 1,700 moving boxes." Susie also explained that she had expected money to be harder to raise this year because of the support for refugees, but people had continued to be very generous.

"The Pfennigbazar is not only an important source of income, but it serves as a platform to inform about multiple sclerosis in general, to put a focus on our self-help organisation and to inform about our various offers," said Bernd Crusius, Managing Director of DMSG in Hesse. "A lot has actually happened to address young multiple sclerosis patients. One example is the online

platform MS-Connect on which young multiple sclerosis patients can share their experiences in a protected space."

The Pfennigbazaar is popular for its low-priced designer clothes, exclusive evening dresses and elegant suits. Visitors could be sure to find something amongst the huge choice of high quality women's, men's and children's clothes, household goods, art objects, bric-a-brac and toys in good condition.

Over 300 volunteer helpers had been in action for two days and had even started with the Pfennigbazar's installation the Monday before. They unpacked the goods, gave assistance to the clients and wrapped fragile items.

"A lot has actually happened to address young multiple sclerosis patients. One example is the online platform MS-Connect ..."

Bernd Crusius

The DMSG in Hesse thanks sponsor Galeria Kaufhof, caterers JP-Ela Gourmet-Service and the Evangelical Regional Association (that provided the rooms of the Dominican Monastery) for their support and help. The DMSG in Hesse gets three quarters of the revenues and one quarter goes to the Hospice Association St Katharina. Anything that was not sold was given to other non-profit organisations that care for families in need, or homeless people.



DKV supports DocStop Petition

DKV Euro Service is supporting the petition of the association DocStop für Europäer e.V., which is asking for permission for the DocStop sign to be on all motorway services signs.

The Association and its volunteers have, for many years, been building a European network of doctors, hospitals and service stops along the pan-European transport routes. As a result the medical care for professional drivers en route has improved significantly. Now, more than 400 drivers a month use the free DocStop network. *The Mover* understands that the service is currently only available in Germany.

The signers of the petition support the DocStop cause to add the DocStop logo wherever possible to motorway signs before service areas. With this, the initiative wants to make people aware of the motorway service stations that have joined it. "As a longstanding supporting member of DocStop, it goes without saying that we support the petition," says DKV Managing Director Benelux Gertjan Breij. "The better the driver is informed of the opportunity for medical care en route, the more likely it is he is going to use the opportunities of the DocStop network and the higher the level of road safety in general."

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REPORT: FEDESSA CONFERENCE 2016



FEDESSA European Conference & Trade Show 2016 - Barcelona

Rennie Schafer, CEO, Self Storage Association UK provides an overview of this year's FEDESSA conference in Barcelona.

On 5 October, self storage owners, managers, investors and suppliers made the trip to the Crowne Plaza Fira Centre in Barcelona for the annual FEDESSA European Conference & Trade Show. With 445 people attending over the two-day event, this was the most highly attended conference held by FEDESSA, beating the number of attendees in London and Amsterdam in the previous two years.

The event was a huge success, with a range of speakers over the two days, covering topics such as the European economy, revenue management, and marketing at a local level. One of the most anticipated speakers was Kevin Gaskell, former managing director of Porsche GB and BMW GB, who with a proven record of managing growth, shared his experience in managing both staff and customers more efficiently to get the best results for your business. Another popular speaker, Phil Jones, provided a fresh

understanding on sales, reminding the audience that although business is serious, it should also be fun.

The sessions also included a number of panel discussions, on topics such as a global perspective on self storage, which saw the CEOs of the major self storage associations across the world come together to discuss the market globally, and an investor and industry panel which discussed the future of the industry. At the end of the second day, delegates had a chance to speak directly with some of the speakers and industry experts in a round-table 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, with nine new exhibitors, bringing new innovations and ideas to the industry. Of course, there were also the experienced suppliers returning with their expertise

This year's event also hosted the largest self storage trade show outside the USA, with nine new exhibitors, bringing new innovations and ideas to the industry.

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 morning of the first day of the conference. This is the fifth European Annual Survey to be released and the second to be produced in conjunction

REPORT: FEDESSA CONFERENCE 2016

● Left: the NESTA team won the Charity Initiative Award; below left: Richard Locke of Storage King (UK) won Manager of the Year Award.

with property advisors JLL. The survey shows a 6% increase in the number of self storage facilities in Europe in the past 12 months, with an estimated 2,746 facilities. The survey also showed that over 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 around 270 people to the Poble Espanyol, one of Barcelona's most iconic sites, to hold an evening brimming with Spanish culture and authentic craftsmanship. It was a night full of the tastes of true Spanish cuisine, in a beautiful setting, with entertainment throughout the night from mime artists, stilt walkers and a guitarist, all finished off with a fantastic firework display.

On the second night, the Gala Awards Dinner was held at the Crowne Plaza, celebrating the achievements of the industry. This year's awards were the most highly contested to date, with an amazing amount of high quality nominations. Shurgard Europe won the Facility of the Year Award with its site in Friedrichshain, Berlin; and Manager of the Year went to

The large number of attendees and new suppliers is an indication that the industry continues to grow.

Richard Locke from Storage King (UK), with a Highly Commended Award being presented to Kirsty Rigby from Apex Self Storage as a very close runner up in the Manager of the Year category. NESTA won the Charity Initiative Award and Attic Self Storage the Business Initiative for its new website. There was also a new award this year, the Extraordinary Achievement award that went to Rony Krämer from Lagerbox in Germany.

During the conference, it was announced that the European Conference & Trade Show will be going to Berlin next year on 17 and 18 October, 2017. With the anticipated growth in the industry during the next 12 months, the conference is set to be even bigger and better.



NEWS: INTERNATIONAL



● Left to right: Ariaen Zimmerman, Executive Director, Cargo iQ; Kester Meijer, Director Operational Integrity, KLM and Vice Chairman of Cargo iQ; Chris Welsh, Secretary General of Global Shippers' Forum.

GSF and Cargo IQ work together to improve air freight service quality

The Global Shippers' Forum (GSF) and Cargo iQ have signed a Memorandum of Understanding (MOU) agreeing to work co-operatively to support the implementation of Cargo iQ's Quality Management System (QMS) and to promote the sustainability of the air cargo supply chain.

The MOU outlines six areas for the two groups to work together towards a more efficient, quality-driven, and secure air cargo supply chain, and explores methods for industry and shippers to better communicate

so that customer needs are met and the benefits of air cargo are understood by the customer.

GSF and Cargo iQ signed the agreement following a joint briefing looking at how data, quality, and interoperability underpin

performance at The International Air Cargo Association (TIACA)'s Air Cargo Forum (ACF) in Paris recently.

"Against the backdrop of weak growth in international trade, shippers are looking for even greater value from the air cargo industry," said Chris Welsh, MBE, Secretary-General, Global Shippers' Forum. "While the industry enjoys traditional benefits of speed over other modes, it needs to ensure that it is worth the premium service cost versus ocean, road and rail. Our new cooperation with Cargo iQ will make sure industry performance standards meet shippers' needs, and also help shippers understand the improvements the air cargo industry is making."

"As shippers continue to look for the best solutions to their logistical needs, our industry is facing continuous challenges to reinvent itself," said Ariaen Zimmerman, Executive Director, Cargo iQ. "With continuous pressure on rates and emerging technologies putting more and more demand for real time information and shipment control, industry participants need to make the right choices in developing future services and improving the current ones. The airfreight industry, being one of the biggest enablers for our modern, globalised economy, is a highly competitive environment. Knowing customers' wants and needs is crucial. And only when shippers participate in avoiding costs and value its products,

can the industry offer the services our world needs in an economically sustainable way."

Under the agreement, GSF and Cargo iQ have agreed the following:

- To promote the acceptance, implementation, and use of Cargo iQ standards and processes, improving efficiency and on-time delivery for air cargo customers.

"As shippers continue to look for the best solutions to their logistical needs, our industry is facing continuous challenges to reinvent itself ..."

Ariaen Zimmerman

- To share information and best practices aimed at continuous improvement of the air cargo supply chain.
- To identify and promote ways that performance data of the air cargo supply chain becomes better accessible to customers.
- To share details of forthcoming events where progress can be reviewed aiming at the industry engagement in its shipment control and process improvement.

Shipping rates still unpredictable

Xeneta, the leading global benchmarking and market intelligence platform for containerised ocean freight, says that in-depth analysis of Q3 container shipping costs reveals positive trends for the beleaguered container carrier segment. However, the market remains highly complex and unpredictable, with the 'Hanjin Effect' already ebbing away.

"It was certainly a stand-out quarter," said Xeneta CEO Patrik Berglund. "Short-term rates on the world's number one trade route – Far East Asia to North American main ports – sky-rocketed, largely due to Hanjin transforming oversupply to undersupply almost overnight. This enabled significant rate hikes, with the market average

price for 40' containers climbing by 47% across Q3, starting at \$1,240 US and ending on \$1,826 US."

However, Patrik explained that today's data prices are trending down meaning the Hanjin Effect is history. "There is clearly still an issue of structural overcapacity, albeit more balanced now, and that pushes prices down – with risks for both the carriers and BCOs/shippers. Short-term rates on the number two route – Far East Asia to North Europe – actually fell by 24% in Q3."

"That said, this is more of a stabilisation, or flattening out, as it should be seen in the context of a longer-term climb," said Patrik. "Market averages for 40' containers hit a low of \$662 US in April and had risen to \$1,500 US



● The shipping market remains complex and unpredictable.

by the close of September on this route. So, the fall isn't as serious for carriers as it may seem. However, if it continues that's another matter. That could bode for a very challenging 2017 for carriers and, therefore, a risky time for shippers

who must have predictability in their supply chains."

Patrik said that it's "too early" to accurately predict the market for 2017 though, citing the unpredictability of a segment that changes almost daily.



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COVER STORY: MOMENTOUS MERGER



Momentous merger

On Friday, 14 October 2016, Abels Moving Services, Gerson Relocation and Momentous Relocation merged under common ownership led by Paul Evans. Phil Pertoldi remains with the new company as chairman of Abels Moving Services. Steve Jordan spoke to Paul to find out more.

The fact that Paul Evans keeps on surprising the industry should come as no surprise to anyone. Indeed he estimates that he has bought and sold around twenty five companies in as many years including, famously, Trans Euro (which he founded, as a truck driver, with Richard Levine) and Interdean, so the unexpected should really be the expected where he is concerned. Yet, when the announcement came out, on the eve of IAM in New Orleans, there was little talk of anything else in the bar of the Hyatt hotel that evening. Spot-on timing!

Paul admits to have been on the lookout for acquisitions to help grow his company. Gerson Relocation and Abels Moving Services came along at the right time. "Momentous was growing well anyway, but was still very small," Paul explained. "We'd grown from £1.6m [turnover] to £4.5m in a little over two years." But for Paul, who has never suffered from patience where business is concerned, this wasn't quick enough. "With these two acquisitions we should hopefully reach around number ten in the UK league table of top moving companies." It seems for him, market leadership is more of a habit than an ambition.

So why Gerson and Abels? Well, they came as a pair as Abels owned Gerson. Also the companies both have independently scrupulous images and exceptionally strong market presence.

In 1988 Abels became the first removal company to be awarded the Royal Warrant - 'By Appointment to Her Majesty the Queen' - that has been renewed again this year. It is a largely family-run business; a highly acclaimed specialist in residential

and international moving services; is a leader in commercial moving and new furniture distribution; and has a reputation for delivering exemplary service.

Gerson Relocation was the first moving company in the UK to receive 'The Queen's Award for Export Achievement'; moved Margaret Thatcher both into and out of No 10 Downing Street; has a global reputation for high-quality moving and relocation services; and has contributed greatly, over many years, to both lead and support the success and professionalism of the industry as a whole.

"We are very excited about the future of the new group, given the enormous strengths and reputation of the three brands and the combined experience," said Paul. "We are delighted that Phil Pertoldi will remain with the Group and I know he is excited about working with us to maintain the quality-driven ethos of all three companies, while making sure we adapt and grow to meet the changing expectations and needs of all our clients."

There are clear synergies for the three brands working together. "We will be able to work more efficiently, bring in best practice for all three companies and take advantage of all the opportunities our new structure offers," said Paul. "We will also be working to optimise our IT systems." There will be operational benefits too, not least because all three companies are members of Harmony, of which Phil Pertoldi is the chairman.

"When the family were considering the next strategic development for its brands, of which we felt we were custodians not owners, I recalled a recent conversation I'd had with Paul whom I've known since the 1970s, about the possibility of working

together sometime in the future," said Phil. "Now we are!"

Michael Gerson, ex-chairman of Gerson Relocation, and past president of both BAR and FIDI, was clearly delighted to hear of the merger. "Congratulations, it's really exciting news to hear and fantastic for the industry," he said. "I wish the company every success."

History suggests that the marriage between these three iconic brands will be a success. So, what's next? Of course Paul isn't saying but those who know him well won't be expecting this to be the end of the story. On the contrary, they will be expecting the unexpected. They are unlikely to be disappointed.

"We are very excited about the future of the new group, given the enormous strengths and reputation of the three brands and the combined experience ..."

Paul Evans

REPORT: PAIMA CONFERENCE 2016



● Walter Woolf.



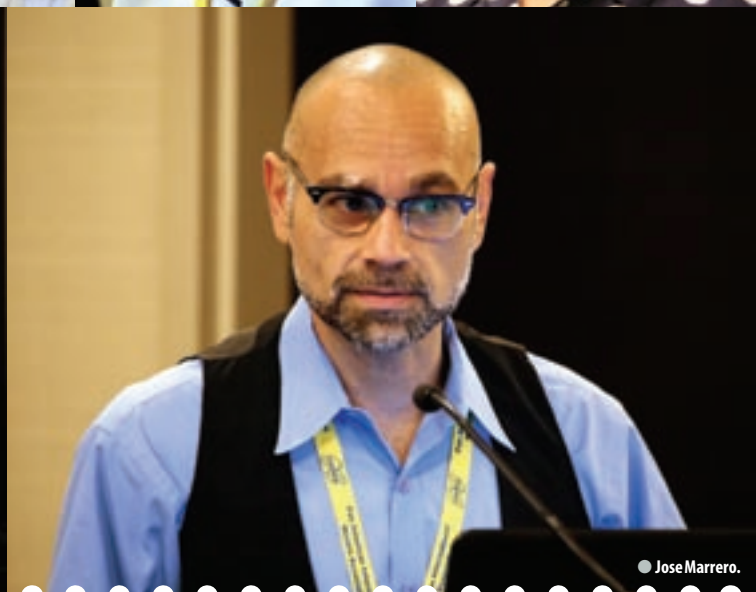
● Gary Burke.



● Aida Robles.



● Antonio Tremols hosts his first PAIMA conference as executive director.



● Jose Marrero.

PAIMA at Mardi Gras

The 32nd PAIMA conference took place in October at the Hyatt hotel in New Orleans, the city of Mardi Gras. As usual it was timed to immediately precede the IAM convention, thereby helping members attend without incurring additional travelling costs.

The conference, the first organised and overseen by PAIMA's new Executive Director, Antonio Tremols, was well attended and successful: then again they are a pretty happy bunch who are quick to make any gathering into a party. The 140 or so attendees included members, 'member candidates' i.e. companies who were considering joining PAIMA, and seven new member companies that had joined in the last 12 months. These new members all came from different countries: Nigeria, Latvia, Spain, USA, Portugal, Brazil and Venezuela, expanding the global coverage of the network and helping PAIMA to shake off its incorrect image of being purely a

Latin American organisation. All these new members were given stage time to introduce themselves to the group.

The general assembly was fully attended, something of a rarity on the conference circuit and an indication of how committed the membership is to the organisation.

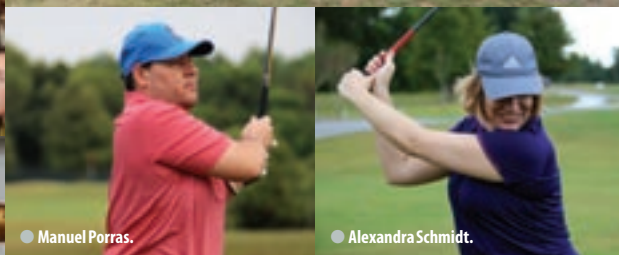
The general assembly was fully attended, something of a rarity on the conference circuit and an indication of how committed the membership is to the organisation. There was plenty of business going on under the expert stewardship of PAIMA President Jose Marrero, including

presentations on import regulations from four countries, a keynote speech by Walter Woolf of Air Animal Pet Movers,

tonnage awards, and an environmental award won by Burke Brothers in the UK. There were also Board elections with all members standing for re-election except Laura May Carmack from AIReS who stepped down as immediate past president. Her position was taken by

REPORT: PAIMA CONFERENCE 2016

● Golf at the Lakewood course was well attended.



● Manuel Porras.

● Alexandra Schmidt.

New PAIMA members

Conote Services, Nigeria
 FF International Movers, Latvia
 Mudinmar, Spain
 Mitchell Moving and Storage, United States
 JJ Mari International, Venezuela
 Brazil Link Mudancas Ltda, Brazil
 Global International Relocation, Portugal

Do you meet the PAIMA standard?

The PAIMA network is growing all the time, but the organisation is continuously looking for new members, who meet the required criteria, especially in countries where the network is not yet represented.

If your company is in any of the countries listed here, or you know of good agents in these countries, please contact paima@paimamovers.com for more information.

Afghanistan	Ghana	Pakistan
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Cuba	Jamaica	South Sudan
Cyprus	Jordan	Sudan
Czech Republic	Kazakhstan	Suriname
Denmark	Kenya	Sweden
Ecuador	Lebanon	Trinidad & Tobago
Egypt	Libya	Turkey
Estonia	Luxembourg	Uganda
Ethiopia	Macedonia	Vietnam
Finland	Maldives	
Georgia	Morocco	

Aida Robles of Rodi Cargo in Puerto Rico.

But the PAIMA conference is noted for its social events. Golf has been introduced recently with the tournament held at the Lakewood course in New Orleans being only the third time it's been included. Manuel Porras, from Mudanzas Internacionales & Mares, Costa Rica was the men's winner with Alexandra Schmidt of Mexpack receiving the trophy for the ladies. The middle day lunch was held at Blaine Kern's Mardi Gras World with delegates having a conducted tour of the place where the fantastic Mardi Gras floats are made for the annual Shrove Tuesday celebrations (which lasts a lot longer than one day of course). After the tour everyone had a chance to make a

Mardi Gras mask to sport at the closing party the following day.

The party itself started well with most of the delegates joining in the Mardi Gras spirit but, even with the efforts of the excellent band, the room emptied a little earlier than usual, despite the Latin influence that usually keeps them bopping until midnight, as the room was just too cold. Tony Tremols and his team asked the hotel to adjust the AC a number of times but, in New Orleans, it seems that having a ballroom at anything above 60°F is a step too far. People had to come out into the reception hall just to warm up. It wasn't PAIMA's fault, but the hotel didn't do them any favours. Shame, because it was a good night otherwise.

NEWS: ON THE ROAD

Professional drivers: meeting the conduct standards

When the conduct of a professional driver has been called into question they may be called to appear before a traffic commissioner.



● <https://movingon.blog.gov.uk/>

A professional driver's conduct can make them unfit to hold a licence which can affect their ability to keep working and directly affect an operator's business.

Vocational drivers are expected to fully understand the relevant legislation before carrying out their professional duties. This includes the rules around drivers' hours and

tachographs and other behaviour and offending, such as using a mobile phone while driving or falsifying drivers' hours records.

On its blog, the Office of the Traffic Commissioner (OTC) looks at what happens when professional drivers don't meet the conduct standards.

Drivers' hours, working time directive and tachograph offences

The drivers' hours, working time and tachograph rules help vocational drivers keep the public safe when they're using the road. The traffic commissioners always consider it a serious offence when drivers make a deliberate false record. The blog includes the example of a driver who used a magnet to manipulate the tachograph. A DVSA investigation revealed that the driver and other drivers had committed a number of

false record offences by using magnets and interrupter devices. The drivers were called to conduct hearings where the traffic commissioner imposed periods of revocation and disqualification – the most serious case received up to four years.

Mobile phones and other electronic devices

Using a hand-held mobile phone, or similar device, when driving – except to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop – is illegal and presents a huge risk to road safety.

The type of action that traffic commissioners are likely to take against these offences (including in private vehicles) varies. The OTC blog gave the example of a vocational driver who had been using a mobile phone while driving a lorry and it was his second offence. The driver was suspended from vocational driving for eight weeks.

● The blog is entitled *Professional drivers: meeting the conduct standards* and can be read in full at: <https://movingon.blog.gov.uk/>

Survey shows UK still reliant on EU drivers

An analysis of professional drivers by the Freight Transport Association (FTA) released in October showed a drop in driver shortages across the UK but highlights the sector's reliance on staff from the European Union.

The independent 'Driver Shortage: issues and trends' report, prepared for FTA by RepGraph Ltd, calculates the shortfall between the number of registered HGVs and the number of qualified drivers has dropped to 34,567 – back to the pre driver crisis levels of 2012.

However, FTA says the challenge for vehicle operators is far from over with only 530 unemployed drivers claiming benefit in August 2016, meaning there is no pool of qualified drivers on which employers can draw. Uncertainty over Brexit, poor roadside facilities for drivers and the high cost of licence acquisition are all impacting on the sector.

FTA Deputy Chief Executive James Hookham said,

"The report highlights the industry's reliance on EU nationals, with more than 30,000 – 10% of the entire driver workforce – currently employed in the UK."

"The uncertainty about their employment rights and status once Britain leaves the EU is a major concern for businesses. We urge the government to ensure its Brexit negotiations afford special status to logistics and allow for this employment to continue so that the industry is not hit by another driver shortage crisis. We also need better roadside facilities – especially if we are going to attract more women into the industry – and more help from government with the cost of acquiring a vocational licence, which is often cited as a barrier to recruitment."



● James Hookham

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REPORT: IAM CONVENTION 2016



IAM 2016 PROBABLY PERFECT

October saw around 2,000 of the industry's finest attend the annual IAM convention, this time in New Orleans – the big easy. As usual it was exhausting, productive, frustrating and immensely enjoyable – it was IAM, what do you expect?

Firstly I should confess, other commitments meant that I was only able to stay at IAM for two of the four days, so any comments I make relate only to what I saw. But I saw plenty.

Secondly, whatever you might think of the event itself, you can't fault the presentation. Everything is spot on. Take a look at the event guide for example: first class! Everything you could ever want to know including: a comprehensive and a short-form meeting schedule; speaker biographies; tributes in the Hall of Honor; the IAM Logistics Network; a complete list of sponsors and exhibitors with a detailed explanation of what each does; and a list of attendees, with an appendix of last-minute bookers, by country. The only thing missing was the e-mail addresses of the attendees and photos (such as you get in the FIDI handbook), but I suspect that's by design. Excellent!

The presentations too are far more professional than anything else I have seen in the industry. Exceptional graphics, twin screen simultaneous feed, and excellent acoustics. As you can tell, I was

really impressed. I always have been. I was also very impressed by the quality of the IAM membership breakfast that preceded Terry Head's 'State of IAM' address. Quite how, even a hotel such as The Hyatt, can produce such food for so many people in such a short time, I have no idea.

It's also a bit of a puzzle as to how that same hotel can't quite work out that people prefer to be reasonably warm while attending meetings. In a place such as New Orleans, where the ambient temperature is hovering around 30°C, why does the hotel have to turn the AC up to the point that you lose the power of speech and icicles start to form on extremities. OK, I exaggerate a little, but it was cold. And I thought we were supposed to be saving the planet! Not IAM's fault of course.

Most people were crammed into one bar in the evenings which, I was convinced, was too small. However, as bars go it wasn't so bad, partly because the staff were brilliant and because, I suspect, there were plenty of off-site meetings that took the crowds elsewhere.

That said I thought the hotel worked well as a venue. It was vast, but it was also largely vertical so most of the wandering was done by the lifts not the legs. The intelligent lifts worked well too most of the time, identifying which car to use by a brief wave of a key card across a sensor. Brilliant! That is until about 1,500 people all want to get down for dinner at the same time; then it went into meltdown with people cramming into any car that would accept them and so enjoying the scenic route to the lobby.

I'm being very picky – and a bit unfair in the cause of levity. It would also be picky to complain that there were not enough places to sit. The constant cycle of 30-minute meetings require convenient spots for people to park their rears and study their documents and these were, on day one at least, like hen's teeth. I conducted one interview, for example, sitting on a wall outside the lobby in a near gale. Quite refreshing though. But when people found their way around a little, and the exhibition opened with additional seating, largely thanks to Africa Worldwide Movers, the problem eased somewhat.

REPORT: IAM CONVENTION 2016



The exhibition was enormous, the biggest ever apparently. But it was light, spacious, and reasonably easy to navigate once you got the hang of it.

I thought IAM was very brave on the opening night. Against the council of common sense it bussed 2,000 delegates across town for an off-site reception in the Generations Hall, an old sugar mill built in 1820 (not that any of the venue staff knew that, I had to look it up on Google). It was a recipe destined for disaster – but it worked. It was a miraculous feat of crowd management that ushered everyone through the hotel lobbies, relaxing them with cocktails as they stood in line, and filing them onto a convoy of busses supplied by AGS. Genius! IAM should offer its services to the immigration department at Atlanta airport as a consultant. The food was tasty and traditional, but it did take 20 minutes to

get a drink at the bar at the start, a situation that eased as the evening drew on. When the time came to leave, no matter whether you had one drink or stayed until closing time, the busses were there ready to whisk you home again. Well done everyone. Mind you, judging by Terry Head's reaction the following morning, the stress level was pretty high. "It's been 20 years since we took people off site and it'll probably be another 20 years before we do it again," he said. "I was scared to death of those busses. Getting 2,000 people on a bus and in the same spot at the same time is a true logistic feat."

I have very few criticisms of IAM. I rarely do. Those I do have are usually just a consequence of trying to manage such a huge group of people in a confined area. I think IAM does it pretty well and the conference is a heaven-sent opportunity to see, be seen and do business.

IAM is a glorious maelstrom of frenetic activity all with a totally unselfconscious motive of increasing sales. It's either horrific or wonderful depending on your point of view.

IAM is a glorious maelstrom of frenetic activity, all with a totally unselfconscious motive of increasing sales. It's either horrific or wonderful depending on your point of view. I like it. I like too the business sessions that are very informative and, as I said earlier, beautifully presented. It's just a shame that so many people are locked into the cycle of one-to-one meetings and miss the opportunity of expanding their minds. But, it is what people make it – so, I guess, it must be perfect.

Move for Hunger Mover of the Year

Over the last seven years, Move for Hunger has collected seven million pounds of unwanted food to be distributed to those in need. At the IAM conference Meghan Longo, from Move for Hunger, explained that in the USA one in five children struggle with hunger and some 50 million Americans don't know where the next meal is coming from.

Meghan said that since the programme had started IAM members had supplied

1.2 million pounds of food through Move for Hunger. She said that the process is simple: the crew just collects unwanted food from customers when they move and takes it to the food bank where it is distributed to those in need rather than thrown away.

Every year the organisation recognises one company that has excelled. This year the award for Move for Hunger Mover of the Year was made to Paxton International.



● Freddie Paxton receives the award for Mover of the Year from Meghan Longo from Move for Hunger.

REPORT: IAM CONVENTION 2016



THE STATE OF THE IAM

IAM President Terry Head presented his annual 'State of IAM' address at the IAM conference. It has become widely anticipated as one of the highlights of the event.

Terry first thanked the IAM staff. He said that just nine people run IAM. "They make it all happen. My talent is surrounding myself with great people."

He explained that there had been a shift in the make-up of the organisation with tremendous growth from outside the USA. When IAM started, three-quarters of the membership was in the USA with the remainder from the rest of the world; today it's the other way round. "We have also seen some growth in the governing membership overseas and we hope to see even more in the future."

IAM has around 2,500 members worldwide including 1,875 core members. There are more core members in Europe than in North America. Supplier members are dominated by the technology side of the industry. Terry said that the Young Professionals (YP) group is one of the bright spots of the Association. The group started in 2000 and now has over 400 members. He explained that the number of YP members fluctuates: "When you get to 40 they kick you out and you have to be like the rest of us." IAM loses around 100 members a year, either voluntarily or because they are required to leave for

non-payment of dues. However, new joins brings the number back up again with about 94% of the membership remaining every year.

The Association is looking to develop new membership models as they have had the current membership types for some time. These might include branch discounts for multiple memberships and expanding individual membership to allow people to retain their membership of IAM when they switch companies. IAM is also looking at having an online membership where, for a lower fee, access to products is solely via the web.

REPORT: IAM CONVENTION 2016



● Far left: Terry Head gives his address to the convention as delegates look on (left).

profit after reserves were depleted in 2013-2014 through investment on new services and programmes. "That's where IAM shines in the industry," said Terry. "Sometimes I think we have too many programmes but when you think of all that's offered to the membership it's an amazing array of products."

The Receivable Protection Program (RPP) became an inclusive member benefit in 2015. RPP was launched in 2007 to provide a safeguard from IAM members in financial difficulty. It provides reimbursement to members for unpaid commercial invoices should another member go out of business. "The first year we paid out \$81,000 in RPP claims," Terry explained. "This year, because we have had some significant losses particularly in the military environment, we will hit probably \$200,000 in claims. The value is amazing. Brian [Limperopolous] who runs the programme, calculates that the value is around \$300/member. It's a great programme." He also said that the 'slow payers list' is the most read newsletter from IAM.

Terry said that the IAM Logistics network (ILN) now has a balanced network. ILN is a group founded by IAM members devoted to helping each other develop and market non-traditional logistics-type services. INL recently had a meeting in Singapore, partnering with IMC World. The US is the largest sector in ILN because governing members, most of which are in the USA, are automatically included in the ILN membership.

The International Shippers Association (ISA), an organisation affiliated to IAM, has been a great success story since it started in 1999. Since then it has paid back almost \$1.4 million in patronage dividends. "We use our collective buying power to get the rates for military and commercial traffic," said Terry. "It's been very successful."

Regarding communications and publications, Terry said that he was very proud of the *Portal* magazine and thanked members for contributing to it. IAM also has various other newsletters including those for military and government moving, RPP, ILN and YP. "If you are not receiving

these then you should be because they are packed full of information," he said adding that IAM was, of course, on Facebook, Twitter and LinkedIn.

Terry announced a change in the branding of the 'Social Café', now called 'IAM Connected'. He said that people had misunderstood what it was, thinking it was a place to go to waste time. "It's a tool. In my opinion it gives you a competitive advantage." He said that it had a lot of information and encouraged all members to get their staff to use it. There are currently over 3,000 people using IAM Connected.

"Sometimes I think we have too many programmes but when you think of all that's offered to the membership it's an amazing array of products."

Terry Head

IAM has embarked on an ambitious history project called IAM Looking Back. The project looks back through the organisation's archives to access and digitise photos, thereby providing a record of the people and events that have shaped IAM over the years. Terry said that they had many photos of people and the project would identify them, and their contribution, while there were still people around who knew them. So far over 4,000 pictures have been digitised. "We are capturing the information for the new generations," he said. "I am working now with the children and grandchildren of the people I worked with in the late 1960s. For them to be able to look at what their fathers and grandfathers did must be hugely valuable." He said that it was an incredibly powerful history, not just of IAM but of the industry as a whole.

In closing, Terry announced that the 2017 IAM conference will be in Long Beach, California. 2018 will be in Washington DC; 2019 in Chicago; 2020 in San Diego; and 2021 in Orlando although not necessarily in the same hotels as previously.

The IAM membership directory is now available as a downloadable pdf so that it can be viewed on a mobile or tablet. Terry said that they are trying to make it accessible to customers and will be moving to a new online directory hopefully in 2017. This will allow searching by company or various keywords. "It will have a geolocator capability so you can see exactly where members are located and, more importantly, you will be able to filter your choices by membership of FIDI, LACMA, etc. I think it will revolutionise our database."

IAM's finances have now returned to

NEWS: ON THE ROAD

Bay Gateway M6 relief road unleashes Heysham's potential for Irish Sea traffic

Irish Sea freight ferry operator Seatruck says the opening of the new £124.5million Bay Gateway relief road in Lancaster is the biggest commercial opportunity for the Port of Heysham in its history.



Seatruck CEO Alistair Eagles said the opening, on October 31, was the long awaited 'big bang' moment for the Port of Heysham. He said it unleashes the port's potential to win more Irish Sea tonnage from hauliers who no longer have to wrestle with congestion between the M6, Lancaster and the Heysham peninsula.

"This is the moment we have campaigned and worked years for," he said. "The Bay Gateway thrusts Heysham firmly forward as a growing hub for Irish Sea freight. Our big

message to hauliers, and any company operating cargo across the Irish Sea, is think again, think Heysham, think Seatruck. At Seatruck we can offer a hugely attractive alternative to remote ports like Holyhead and Cairnryan by using the more central ports of Heysham, Liverpool and Bristol. A large percentage of Cairnryan's tonnage drives past Heysham on the M6 as it originates in the North of England and the Midlands. This is a mammoth journey of 176 miles that takes more than three hours. It really is much easier to simply drop

into Heysham slashing fuel costs, mileage, truck wear and tear and carbon emissions. It makes real sense at a time when hauliers and supermarkets are bending over backwards to be eco-friendly on the roads."

Mr Eagles said in preparation for the Bay Gateway opening, Seatruck has added the 105 trailer *Clipper Point* to its daily Heysham-Dublin route increasing annual capacity by more than 25,000 extra spaces a year. She will join her two sister vessels *Clipper Pennant* and *Seatruck Panorama* which already operate

between Heysham and Warrenpoint in Northern Ireland. In total, Seatruck will offer 12 crossings a week between Heysham and Dublin and 22 crossings a week between Heysham and Warrenpoint.

Mr Eagles said the Bay Gateway is also a platform for Seatruck to raise awareness of its unaccompanied truck operation.

"Seatruck has long believed that the future of Irish Sea freight is to free up drivers," he said. "HGV drivers are becoming harder and harder to find. Seatruck is challenging the traditional model of short sea crossings from North Wales and Scotland with drivers staying with the trucks to offering a more efficient alternative. Our operation offers hauliers the option of drivers dropping off the truck and then instead of being stuck on the ferry they can go on another job. This maximises driver time on the road, a scarce resource. We have listened to industry and we think this is a genuine problem solving initiative. Even before the Bay Gateway opening we had grown our share of Irish Sea tonnage by 18.9% this year, roughly three times the market level, while our competitors have stood still. We believe this is proof that our dedication to customer service, combined with our unaccompanied driver model, is working. The Bay Gateway will catapult us to the next level and make us even more competitive."

This service potentially allows moving companies to cooperate with local Irish companies to handle destination services from the port of entry using the unaccompanied service.

Seatruck's modern fleet of roll-on roll-off ferries also operates four sailings each way per day between Liverpool and Dublin and weekly services between Dublin and Bristol.



SHOULD YOU HAVE TO FIT IN A BOX?



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Register your claim for compensation from price-fixing truck manufacturers

The Road Haulage Association (RHA) is asking vehicle operators who consider that they may have a claim for compensation following the fining of five major truck manufacturers earlier this year for price fixing, to register their interest on www.rhatruckcartelclaim.co.uk.

The manufacturers involved were: MAN, Volvo/Renault, Daimler, Iveco, and DAF.

There will be no cost and it will be risk-free for hauliers that choose to opt into the claim.

On 19 July, 2016 the European Commission issued a record €2.9bn fine to the five manufacturers after it was found that they co-ordinated truck pricing and colluded in passing on the costs of compliance with emissions rules in the late 1990s and early 2000s. As a consequence, the Road Haulage Association has announced that it will be progressing with its application to become the



"We have taken legal counsel and have thoroughly explored the approach that we need to take."

Richard Burnet

representative body on behalf of UK hauliers bringing collective proceedings to the Competition Appeal Tribunal (CAT) under the Consumer Rights Act 2015.

RHA Chief Executive Richard Burnet said, "We consider ourselves duty-bound to acknowledge and

act upon our members' wishes. We have taken legal counsel and have thoroughly explored the approach that we need to take. If the CAT accepts our application, detailed disclosure of evidence will be released and at that stage the case will be developed more fully."

"This will be a long drawn out process and it is important to stress that hauliers will not get an immediate pay-out; indeed there is no guarantee of any pay-out at all. However, it would appear that based on the high level of evidence already received that the prospects for compensation look encouraging. The process of obtaining representative status could take up to a year and the whole process up to a determination or settlement could well exceed a further two years."

The RHA is keen to stress that the legal and other costs will be significant during this process and beyond the normal means of the Association. The Association will ensure that it will suffer no financial exposure and legal action will be de-risked from the perspective of both the RHA and the individual hauliers seeking a claim. This will be covered by 'after the event insurance'. In addition, the RHA will, in principal, not profit from this action.

TRL helps European road operators address climate change

With climate change generating increasing challenges for road operators, the UK's Transport Research Laboratory (TRL), has begun a unique €450,000 research project to help European road operators better address the impacts of climate change and reduce greenhouse gas emissions.

TRL is leading a consortium of six partners to deliver the two-year DeTECToR (Decision-support Tools for Embedding Climate Change Thinking on Roads) project. DeTECToR will produce practical tools and guidance documents, enabling road operators to better

integrate climate change considerations in decision making and procurement.

According to a recent report from the European Commission on the impact of climate change on transport, weather stresses currently represent 30-50% of road maintenance costs in Europe – between €8 and €13 billion every year.

DeTECToR will also produce a self-assessment tool to help embed climate change mitigation and adaptation into procurement. With most transport operators contracting out their maintenance, integrating consideration of carbon



● Dr Sarah Reeves.

tool will help operators to assess their processes and identify areas for action.

Dr Sarah Reeves, the TRL coordinator of the project, said, "DeTECToR represents a major step-change in embedding climate change adaptation in the decision making of road operators. It will provide the road industry with advanced tools and guidance based on the very latest research to help them improve the resilience of their networks. This is an exciting new project for TRL and will enable us to build on our national climate change adaptation work in both the road and rail sector."



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WORKPLACE: STRESS



Acas (Advisory, Conciliation and Arbitration Service) – along with many other organisations – has commented on the link between the economic climate and the nation's mental wellbeing.

The organisation says that new figures from the Chartered Institute of Personnel and Development show that for the very first time, stress is the most common cause of long-term sickness absence for both manual and non-manual workers. When jobs are under threat, pay packets are being frozen and workloads are increasing, employees' mental health is bound to be affected.

So what can be done to reduce stress? Acas offers the following tips:

- Remind yourself about the chief stressors at work - such as work overload, lack of job control and poor relationships - and what measures you can take to combat them. If you don't already have one, put a policy in place to help recognise, and deal with, stress related problems.
- Manage absence more effectively. You won't know how your employees are feeling unless you talk to them. The key to effective absence management is early intervention so make sure that, as a minimum, you hold return to work discussions.
- Make sure line managers know how to respond to signs of stress. They may need the right training to deal with issues around bullying and performance management in particular and holding

difficult conversations in general.

The causes and triggers of stress have always been present in the workplace and are not solely caused by current economic conditions. Employers have a duty under health and safety law to assess and take measures to control risks from work-related stress. Also under common law employers need to take reasonable care to ensure the health and safety of their employees.

Although work-related stress is not an illness, the psychological impact can contribute to problems with ill health. As well as anxiety and depression, stress has been associated with heart disease, back pain and gastrointestinal illnesses. Although the majority of UK workplaces do not have a serious stress problem, the incidence of work-related stress appears widespread as it's estimated that over 13 million working days are lost per year.

Acas provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law. Visit Acas' website for more information and to view its advice guides: www.acas.org.uk.



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NEWS: PEOPLE

Christopher Jenkins rejoins Suddath

The Suddath Companies has announced a key addition to its global moving services with the appointment of Christopher Jenkins as director of international business development.



● Christopher Jenkins.

Chris has over 12 years of experience in sales management within the international relocation industry, including nine previous years at Suddath from 2005 to 2014, where he held various roles in B2C and B2B sales. In his new role, Chris will direct and manage the international relocation sales team as well as focus on maximising

partnerships with the company's overseas agent network to offer the strongest possible international programme.

"Chris brings a wealth of knowledge and a long history of great success in the international space," said Larry Goldman, Vice President of Global Residential Sales. "His energy and enthusiasm are contagious and Suddath is very fortunate to have him back to lead our aggressive efforts in this business unit."

"As consumers' buying habits evolve and the need for even greater efficiencies and value are expected, I am pleased to bring my knowledge and experience back to Suddath to help meet these needs," said Chris. "I look forward to driving the organisation forward and making Suddath a household name in the international moving arena."



● Left to right: Veronika Acker, Martin Brock, Susanne Freifrau von Verschuer.
Photo: Stephan Krutsch Photographie.

Martin Brock from Fermont has become Germany's best apprentice

Martin Brock from Fermont has become Germany's best apprentice as a specialist in furniture, kitchen and removal services. Together with his training manager from Fermont, Veronika Acker, he travelled to Berlin and was honoured by the German Chamber of Commerce and Industry at a celebratory gathering that was

anchored by the very popular German entertainer Barbara Schöneberger.

The Chamber of Commerce in Frankfurt in the main honoured Martin for his outstanding results in the Hessian final exams. Susanne Freifrau von Verschuer, the CEO of Fermont, was very proud and accompanied him on this special day.

Peter Weltenius back in the business

Peter Weltenius has been out of the moving scene for a short while, but now he's back and looking to work with a mobility organisation, preferably in a client relationship role.

Peter sold his business, Expect Move, to AGS in September 2013 and stayed with the company, providing a smooth handover, until December 2014. He then entered a two-year period in which he was not allowed to work in the moving industry.

Now he's back. He doesn't want to run his own business again. "The industry has changed so much and it's difficult to see what will happen in the future," he said. Peter's former business provided a regular groupage service to Scandinavia for the trade and was heavily committed to the corporate market.

Ideally Peter is looking to join an established company in which he can use his experience to help grow the business and its services. He has only two absolute requirements: he doesn't want to be bound to a desk



● Peter Weltenius.

five days a week; and he must be able to get back to the UK every two weeks or so to maintain his relationship with his son. "But that could be more or less anywhere in western Europe," he said.

If you think Peter could help your company, contact him on [weldeniusp@gmail.com](mailto:welteniusp@gmail.com) or by phone on +44 7881 920104.

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The White & Co Mystery Mover

Who could possibly mistake David Trenchard and the long-missed Brian Mitchell, past BAR general secretary, who died far too young in August 1996? Well many of you got it right but it was Mark Penticost from Trafalgar Cases who was the first out of the hat. This time we travel to the USA again. It's an old picture but the lady in question doesn't look a day older today. Can you put a name to the face?

Answers to editor@themover.co.uk. The winner will receive a White and Company Red and Black watch.

Crown Worldwide expands Board

Crown Worldwide has announced the expansion of its Executive Board and Executive Management Group in a strategic move to lead and further develop the business.

Barry Koolen, Regional Managing Director, UK, Ireland and Northern Europe and Jennifer Harvey, Regional Managing Director, North America join founder and Chairman Jim Thompson; CEO for Asia-Pacific and CFO for the Crown Worldwide Group Ken Madrid; CEO Europe Middle East and Africa, David Muir to form the new Crown Worldwide Group Executive Board.

Barry will relinquish his role as regional managing director, UK, Ireland, and Northern Europe. This role was filled on an interim basis by Steve Hardie on 1 November.

Jennifer's role as regional manager North America will remain unchanged and her appointment to the Executive Board is in addition to her current responsibilities.

Crown also added two new members to the Executive Management Group, Magali Delafosse, Group Vice President, Human Resources and Fred Weijgertse, Managing Director, Fine Art. Magali and Fred join the

following members of the Executive Management Group (in alphabetical order):

- Philip Britton – Group Vice President, Crown Records Management;
- Norah Franchetti – Group Vice President, Marketing;
- Jennifer Harvey – Regional Managing Director, North America;
- Shen Kong – Chief Financial Officer Asia Pacific, Group Financial Controller;
- Barry Koolen – Executive Management Group Chair and Executive Board;
- Sherry Liu – Regional General Manager, Greater China, Crown Relocations;
- Pat Welch – Group Vice President, Crown World Mobility;
- Jurgen Zydeveld – Regional Managing Director, Central, Southern and Eastern Europe.

The Executive Management Group is a team of on-the-ground leaders from across the organisation whose role is to provide valuable insight and direction to the Executive Board.

Promotions at Global International, Portugal

Sonja Fernandes and Ana Gaspar have recently been promoted at Global International Relocations in Portugal.

Sonia has become the company's import manager. She joined the company in 2009 as a move coordinator and was promoted to move manager in 2012. As import manager she now runs the import team, ensuring clear communications with agents and a smooth service for clients.

Ana has become the new export manager. Ana joined the GIR family in September 2013 as a move coordinator. The company said that over the years she has proven to be very capable of taking on greater challenges through her

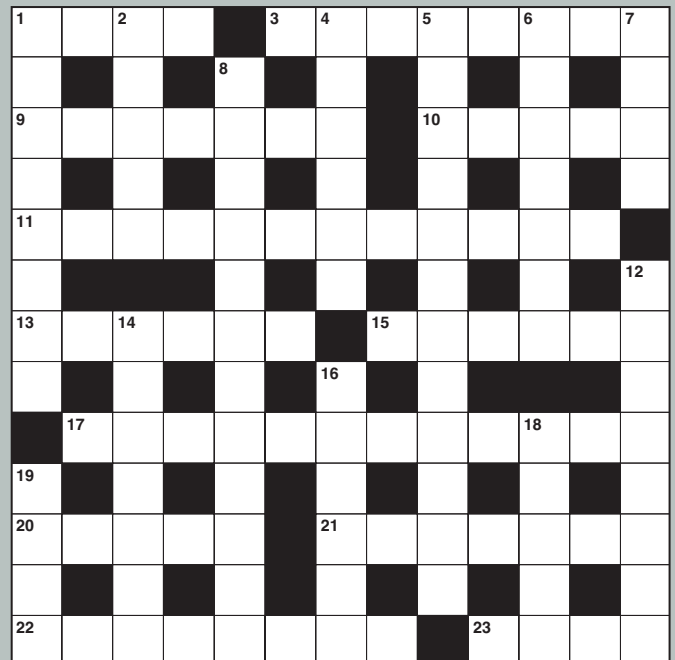


● Sonja Fernandes (left), and Ana Gaspar.

detailed approach and undivided attention to customer needs.

"I am very proud of Ana and Sonia," said CEO Jorge da Costa. "They are both extremely dedicated colleagues and have demonstrated the ability to take on new challenges by surpassing GIR's expectations throughout the years."

Puzzles



ACROSS

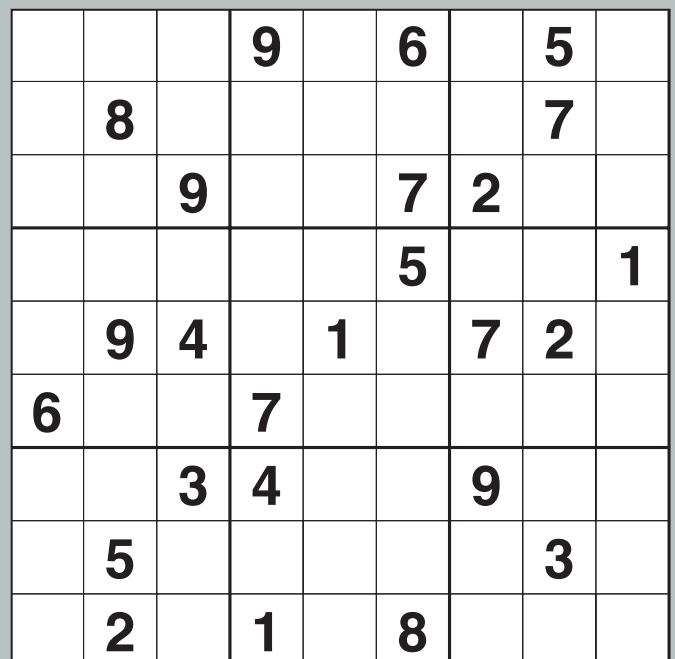
- 1 A person's head (4)
3 Lumberjack's tool (8)
9 Eg use a towel after showering (3-4)
10 Stage items (5)
11 Very skilful act (12)
13 Type of truck (6)
15 Pursue (6)
17 Formal introduction (12)

- 20 Skirmish (5)
21 Newt-like salamander (7)
22 Metallic element (8)
23 Requests (4)

DOWN

- 1 Monumental Egyptian structures (8)
2 Pipes (5)
4 Not disposed to cheat (6)

- 5 Imitator (12)
6 Breathing aid in water (7)
7 Cleanse (4)
8 Despair (12)
12 Sparkles (8)
14 ____ Monroe: famous actress (7)
16 Coop up (6)
18 Golf clubs (5)
19 Small flake of soot (4)



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

Did you know?

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

The Oxford English Dictionary says the origin of the word 'lorry' may be related to the dialect verb lurry, meaning to lug or drag along, which dates back to the 17th century.

There are four forces of flight on an aeroplane: lift, thrust, drag and weight.

All of space is silent as there is no atmosphere. Luckily for astronauts radio waves can travel through space, so no problem there Houston!

The 'D' in D-Day stands for 'Day': 'Day-Day'.

The Parliament of Iceland is the oldest still-acting parliament in the world. It was established in 930.

The word 'petroleum' literally translates as 'rock oil'. It stems from the Greek word 'petra', meaning rock, and the Latin word 'oleum', meaning oil.



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AND FINALLY ...

Tony Allen: And finally ...

He'd worn his re-cycled old leather jacket and as he continued along the high street, head down and hands thrust into empty pockets, he suddenly thought: "Empty pockets? Wait a minute!"

Christmas presence

It was one of those days. Warm for mid-December and still some leaves left on the deciduous trees – but not many. And no indication as to how the remainder of the day would change his life for ever.

Robert left home at about 10 o'clock that morning, mainly because he felt in need of a walk. Instead of taking one of the familiar country routes, he decided to walk through the town and take in the Christmas decorations. There was a feeling of joy everywhere, people carrying bags obviously full of myriad gifts; parents trailed by expectant children; a distant sound of Christmas carols being sung by a local choir. All around him was goodwill and peace on Earth.

Not altogether though. For him the end of the year had resulted in change; and not necessarily for the better. Last month he'd been made redundant and with hardly any compensation. Funds, or the lack of them, were now a preoccupation. With a pregnant wife, a mortgage, and two young children to support, his life seemed to be in freefall. To make matters worse, he had not told the family about his – and now their – misfortune. In addition, the arrival of Christmas was shining a spotlight upon Robert's predicament. Hence his walk.

Progressing along the high street in a welter of self-pity and increasing hatred, he felt like the only person with any problems. The copious Christmas decorations which criss-crossed his horizon seemed only to taunt him. No point in looking in shop windows, he couldn't afford a thing – and how to tell the family? Charles Dickens could surely have written a very interesting novel about him!

He'd worn his re-cycled old leather jacket and as he continued along the high street, head down and hands thrust into empty pockets, he suddenly thought: "Empty pockets? Wait a minute!"

And there in the corner nestled amongst the fluffy debris were three pound coins! What to buy? A coffee? A bar of chocolate? A LOTTERY TICKET!

He walked into a nearby shop with a degree of furtiveness; you see he'd never bought a lottery ticket before. With head down he joined the queue and promptly bumped into a rather old lady: "I'm so sorry," he said.

"That's ok, don't worry."

"Don't I know you; don't you live just down the road from me?"

"Yes I do. I recognise you too. My name's Kath."

"Well hello Kath, my name's Robert; I'm buying a lottery ticket for the first time in my life."

"Good luck. I'm just posting a Christmas card to my daughter, she lives in Australia, they're the only family I have. It's going to be a lonely Christmas this year!"

The lottery ticket was purchased and that was it. Or so he thought.

Some days later Robert was talking to his wife Helen when the subject of Christmas lunch arose. He had somehow managed to scrape together just enough money for their meal and a few presents. Then 'the cupboard was bare'! Helen suddenly said: "I've had an idea. Remember you told me about meeting Kath and how she would be on her own at Christmas, well why don't we invite her to join us? The kids would love it, and they don't have any grandparents."

It was agreed; and Kath duly accepted.

Christmas was not far away and Robert was aware that on Saturday he would be watching the lottery results programme with more than the normal cursory interest.

In most stories, you would have expected that the lottery result would be in his favour and all of their problems would be over. Not this one! His rapidly beating heart and barely noticeable layer of perspiration had been a complete waste of time. He was a confirmed loser.

He finally decided to confess to Helen. Do you know what? After the initial shock, she calmed down and simply said: "Let's just enjoy Christmas, we can worry about everything else after it's over."

Christmas Day arrived and at least the family were happy; when Kath arrived she certainly added to the festive spirit. Helen was telling her about our disappointing lottery experience when she suddenly said: "After I saw Robert the other day, when he told me about his intention to buy a ticket for the first time, I decided to buy one myself. I'm not sure what you have to do. How do I check it?"

After a frantic search for Sunday's newspapers they saw there was still one unclaimed winner of £1.5 million pounds – and Kath had the right numbers!

They had one of the best Christmases ever. Yes, she did offer them a substantial share of her winnings and no they did not accept. But Robert did find a very suitable new job rather more quickly than he would have thought; and maybe he deserved a bit of luck. But really, he knew that it had come about simply through a change in his attitude towards life. Kath, of course, can now visit her daughter whenever she wants.

Merry Christmas everyone and a Happy New Year.



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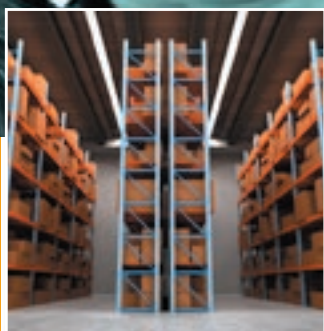


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