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MATTHEW JAMES

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TheMover

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LEADER

2017 - a year of uncertainty and inspiration

Steve Jordan, Editor



I am writing this immediately after the Christmas break. It's a strange time of year – a bit like springtime is for plants and animals. Throughout nature winter time is a period of dormancy, hibernation perhaps, but us humans just carry on, day after day, on the treadmill. Except for a week or so in December. Then we can stop spinning the plates, slow down, allow our leaves to fall before accelerating up to full speed as the smell of the fireworks subsides and life returns to normal.

What do we have to look forward to in 2017? Well, it depends on your point of view. Everywhere we look we have uncertainty and that is supposed to be bad for us. Is it? Maybe it's not good for the stock markets but a little uncertainty adds a touch of spice doesn't it? Perhaps not everything in 2017 will turn out well, but it will be interesting. And the removals business worldwide is affected by the social and political climate unlike any other industry on earth. Fascinating times!

It makes me wonder when people trot out the adage that getting good staff is difficult because the business isn't sexy enough. I disagree both for the reason above and for the unequalled opportunities for international travel this industry provides for those who wish to take advantage of it. If you have a mind, and you belong to the relevant groups, this year you could head off to FIDI in Dubai, OMNI in The Seychelles, LACMA in Puerto Vallarta, Britannia in Sorrento, EuRA in Warsaw, Young Movers in Riga, FEDESSA in Berlin, IAM and PAIMA in Long Beach, BAR in Cardiff and EUROMOVERS in Edinburgh. All great locations and fabulous opportunities to do business and learn together while adding incalculably to your own life experience.

For me this business is unique in its variety and opportunity. I urge you all to recognise and take advantage of those opportunities as they present themselves. We pass this way only once. And if you start to fret about Brexit, Trump and the global instability of which they are both perhaps features, just remember that mankind is often at its best when faced with adversity. Most of the time we tick through life using a fraction of our true capabilities. Maybe 2017 is our opportunity to demonstrate of what we are truly made.

I wish you a happy, healthy and inspirational year.

Steve Jordan



Left to right: John Trenchard, Jo Traquair, Diane Trenchard, Sarah Vale and David Trenchard.

Britannia Leatherbarrows celebrates 35 years in business

Britannia Leatherbarrows Removals & Storage Ltd celebrated 35 years in business at Gilbey's Restaurant, Liston Hotel in Bournemouth on Sunday, 6 November in the company of over 100 guests including current and past employees.

The celebration was a family affair, Leatherbarrows Chairman, David Trenchard and wife Diane - who began the Britannia Leatherbarrows journey in 1981 - celebrated this milestone achievement with family members, some of whom travelled down from Inverness to mark the occasion.

"The last 25 years have been a roller coaster ride in the road transport industry, especially household removals services..."

David Trenchard

Guests were treated to a buffet and drinks while enjoying a slideshow of archive images showcasing

Leatherbarrows' accomplishments and progression over the years.

David Trenchard used the occasion to present awards to three employees who have each served the company for 25 years. Terry Rose, Transport, Health and Safety Manager; David Lee and Keith Samways, both removals porter/packers, each received models of Leatherbarrows trucks and an extra week's holiday.

David Trenchard said, "The last 25 years have been a roller coaster ride in the road transport industry, especially household removals services, having to survive two very difficult recessionary periods and a number of governmental law changes. Diane and I decided to celebrate with our staff, retired and current, who together with their families have supported and worked with us through all these difficult periods. Ours has always been a true family business, we have appreciated our loyal and hardworking people, many of whom have over 25 years' service behind them."



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NEWS: UK

John Mason awarded Consultants Choice Award from Graebel

John Mason International has been awarded the 'Consultants Choice Award' at this year's Graebel Relocation Alliance.

The award was presented to John Mason International's Chief Operating Officer Noel Briscoe at the 16th annual Graebel Relocation Alliance in Denver in October. Each year, the Graebel Relocation Alliance recognises top performing global relocation and mobility service partners for the past year.

The winner of the 'Consultants Choice Award' is selected based on votes from Graebel move managers around the world who individually vote for their best partners.

Noel commented: "Last year we were presented with the quality award based on performance/quality scores from Graebel's assignees, which was a great achievement. To also be recognised by Graebel move managers across the world is another huge achievement, which recognises all the hard work put in by our staff involved on a daily basis."



● International Move Managers Mary Wright and Amanda Hilton.



● Scott Rust presenting the award for the winner of the Domestic Mover of the Year to Gordon Rafferty of All Moves UK Ltd.

AIM to become a trade association in 2017

When AIM (The Alliance of Independent Movers) was formed in 2013, the founders wanted to create a new trade association that was not only administered by people from within the industry, but was owned and governed by its members.

This wasn't as easy at the beginning. To be governed by members, the organisation needed enough members to form a Board of Directors and the necessary finances to provide the services members wanted. The organisation agreed, therefore, to set up as a company limited by shares, on a temporary basis. This allowed the founding team to finance and develop the organisation, with input from the members as they joined.

The organisers of AIM now believe, with a core membership of over 30 companies, it has achieved sufficient size and momentum to implement the next step and become a company limited by guarantee with no share dividend. This will make it a trade association

that is owned by its members. It will, at that point, change its name to the Association of Independent Movers (AIM).

AIM will be controlled by the Association's members through a newly formed Board of Directors. This will, of course, depend on member commitment and sufficient interest in forming the Board. The organisers say that this will be the first time in over a century that the removals industry has created a member-owned, not-for-profit association.

If you are a member of The Alliance of Independent Movers (or are considering joining) and would like to play an active role in the Association of Independent Movers, please call Scott Rust on 0208 892 0369 for more information.

Ballards wins in the Midlands

Ballards Removals in Tuxford has won the 'Service Excellence' award at the 2016 Midlands Family Business Awards.

The presentation dinner was held at Birmingham's Great Hall on 17 November, 2016.

The awards scheme was created by the Wilson Organisation in Nottingham, to celebrate family run and owned businesses across the Midlands, from Telford to the Lincolnshire coast. The awards are highly valued by businesses in the area and there were over 1,000 nominations this year.

"We were competing against some excellent local businesses who, like us, provide services in Nottingham, Derby and across the Midlands," said Matthew Ballard, Director. "We'd like to commend all of this year's finalists."

Wilsons' MD Charlotte Perkins, the third generation of the family to lead the business alongside her sister Annabel Prow, said: "The awards are the region's only independent initiative to recognise the work and achievements of family businesses. This year's entries demonstrate the exceptional pedigree of the Midlands' family businesses, and all the winners and finalists together prove the family business sector's vitality and significant contribution to the region's economy."



● Ballards at the Midlands Family Business Awards.

Higher cash reserves needed for 'O' licences

The levels of financial resources that vehicle operator licence applicants and operators need to show were increased and became operative on 1 January, 2017.

The law requires the traffic commissioner to be satisfied that vehicle operators have enough financial resources to run their businesses and

maintain their vehicles properly. The rates are calculated each year against the euro exchange rate as required under EU Regulation 1071/2009.

There will be no change to the finance which must be available to support restricted licences.

In recent years, the level of cash reserves for standard licence holders has reduced. The

levels are increasing because of the recent fall in the value of the British pound against the euro.

Standard operator licence

Vehicles	Previous rates	Rate from 1 January, 2017
First vehicle	£6,650	£7,850
Additional vehicles	£3,700	£4,350



● Doree Bonner delivering collected items to Cancer Research UK.

Turning clutter into cash with Doree Bonner

Doree Bonner International has joined with Cancer Research UK to launch a new initiative that will generate additional funds for the charity's life-saving work to help beat cancer.

The company is now collecting unwanted items from customers and selling them to raise cash for the charity.

Doree Bonner customers, moving either in the UK or internationally, can box up all the unwanted possessions that they would like to donate to Cancer Research UK. On moving day, Doree Bonner will make sure that the donations are removed and taken to a Cancer Research UK shop where they will be sold to raise funds. All the profit from the sale of these items will go towards Cancer Research UK's life-saving research.

"We are delighted to be working in partnership with Cancer Research UK and to have found a solution to our customers' problems of easily disposing of items they no longer need and putting these to such a good use," said Geoff Watson, Joint Managing Director of Doree Bonner. "We move literally thousands of households each year so there is massive potential to generate donations for such a deserving charity. To kick start the initiative we have asked all our 190 staff across the UK to donate their unwanted items. Our customers have also responded very positively and over the next few months we will be striving to maximise the

"This is a very welcome partnership for our near-600 Cancer Research UK shops. Doree Bonner is offering a really helpful extra service to their customers whilst giving us great finds for ours."

Bina de Wilde

donations and look forward to seeing how much they will raise."

Bina de Wilde, Retail Business Development and Innovation at Cancer Research UK said: "This is a very welcome partnership for our near-600 Cancer Research UK shops. Doree Bonner is offering a really helpful extra service to their customers whilst giving us great finds for ours. We are particularly delighted that this partnership will provide us with high quality homeware and small electrical items, as well as clothing, which our shoppers will love."

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BUSINESS FOR SALE: ARGO TRANSPORT



● Rod Goulsbra.

ARGO TRANSPORT – A BUSINESS FOR SALE

The Mover doesn't usually write articles about businesses for sale; discretion is usually too important and some companies require anonymity until genuine interest is expressed. But there are exceptions. When Rod Goulsbra from Argo Transport in Cheshire got in touch, Steve Jordan went to investigate.

Just a stone's throw from Macclesfield is the quiet town of Bollington on the southern edge of the Peak District, on the banks of the River Dean. Locally it's known as 'Happy Valley'. As a committed long distance walker it's an area of the country that gets the heart racing a little as memories of long days battling the elements come flooding back.

Rod said that he's only ever had one damage claim from a customer, a statistic that he is confident that his insurer, Basil Fry, will verify.

The yard and small warehouse is by the side of the Macclesfield canal, another nostalgic moment as I had holidayed there with friends only a few months earlier. Rod was there waiting, just back from moving a piano for a regular customer and having left his afternoon free so that we could chat.

The warehouse is small with around 100 containers. It stacks 2½ high between the ironwork and Rod has some bespoke, half-sized containers to allow him to take full advantage of the available space.

Rod started the company in April 1973. He kept it small on purpose, preferring a hands-on approach rather than global domination. Although the company has been bigger in the past, today it's just him and his foreman of 35 years who do most of the work with hired help when needed. Rod has always made a good living out of the business but now, at the age of 65, he's decided to look for a buyer for Argo Removals and, if someone offers the right money, the warehouse as well.

Argo's main asset is its reputation and its affluent and extensive catchment area. Rod said that he's only ever had one damage claim from a customer, a statistic that he is confident that his insurer, Basil Fry, will verify. Bollington is close to Stockport, Wilmslow, Alderley Edge, Congleton, Buxton and Macclesfield, all part of the 'footballer' belt of South Cheshire. Over the years Rod's built an excellent reputation with these wealthy and demanding customers. Amongst his regular customers he includes Richard Wright (Arsenal, Everton and Manchester City); Scott Sinclair (Celtic and Great Britain); and, most famously, Wayne Rooney, the England Captain (but maybe not by the time we go to press!). He's also moved cyclist Reg Harris (former world sprint champion) and Alex Higgins

(former world snooker champion) several times and celebrity chef Michael O' Hare.

He was a BAR member for several years but left when, as he put it, "they started telling me which way to stick on the stickers". He said his customers are not interested in BAR membership. "Just a good website and a good reputation is all you need." He may be right, but I always think you get as much out of BAR membership as you are prepared to put in. You can make it work for you if you have a mind to do so. He's right about the website though. It's not flashy but it's easy to understand and, I suspect, works well for him.

So, is it worth putting in an offer for Rod's business? Well I'm no expert but it seems to me that if the reputation is as good as Rod claims it to be it must be worth considering, if only for the goodwill and the familiar name. His annual turnover, something in excess of £100,000, is clearly enough to sustain an income as a separate entity; but add that to the portfolio of an established regional or national company, with minimal increase in overheads, and it begins to make even more sense.

My recommendation: if you are in the market to buy a small, established moving company, take a look. See the advert on page 47 for more details.

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NEWS: UK



● Chancellor Philip Hammond delivers the Autumn Statement.

IPT up to 12% in June

In his autumn statement, Chancellor of the Exchequer Philip Hammond increased the standard rate of Insurance Premium Tax (IPT) from 10% to 12%.

The new rate will apply from 1 June, 2017 and will affect all moving companies in the UK that offer insurance products to their customers. The rate has now doubled in six years.

"This is clearly something the chancellors rediscovered in 2010 and feel it's a soft target," said Rob

Thacker, Director, Pound Gates. "I was always surprised it didn't increase faster from the time it was first introduced given our mainland European partners have much higher rates. I had assumed insurance lobbying had a role to play in keeping it away from chancellors' attention whilst other insurer issues

like flood defences, etc. warranted greater focus and industry support. Clearly that is no longer the case. It is a non-recoverable tax, unlike VAT, so I do suspect they will be cautious about rates above 12% otherwise there will be business lobbying for it to become recoverable."

Malcolm Pearson, Business Development Executive from Reason Global said that the further increase was disappointing. "We have now seen IPT double from 6% in 2014 to 12% as of June 1, 2017," he said. "Whilst the increases have been explained as being required to update flood defences and fund government infrastructure plans, we sincerely hope that this is the last rise we see for a while. It hits people doing the right thing by buying insurances to protect their business and staff and increases costs in an already tough commercial environment."

Rob Thacker added, "From the removers' perspective, it's another admin change and expense to pass on to customers in an already competitive marketplace, however it applies to us all, business and personal insurance alike, no doubt it supports the inflation targets for the Bank of England."



● Michael Clark and his wife Lorraine with competition winner Lucy Woods.

Lucy's no mug when it comes to design

Chesham's Chartridge Combined School in Buckinghamshire recently took part in Clarks of Amersham's 'design our mug' competition, winning the first prize of £300. The winning student - Lucy Woods from year five - also won a £50 Amazon gift voucher and the mug with her own design on it. The competition was open to all junior schools in the Buckinghamshire area.

Michael Clark, Managing Director of Clarks of Amersham said, "For the last ten years we have commissioned an artist to produce our special mugs - six in total to date - but this year we wanted to have some fun. We will definitely be running this competition again."

Lucy had already chosen to spend her voucher on a Kindle, but the school had yet to decide what to buy with its cash prize.

Note from Basil Fry

As with the other rate amendments in recent years, it is likely there will be a transition period whereby mid-term changes to policies renewed or inception before the effective date in June 2017 will be subject to the lower rate, being 9.5%.

For those removal and storage contractors that are operating

under the regulatory exemption, which enables your customers to access the cover provided under your Customers' Goods policy for a fee, you will need to make sure you are passing increased IPT charges to your customers.

If you are storing effects under a long-term storage contract, it is important that you write to

your customers in good time to make them aware that the increased rate will apply to your insurance charges. Your insurers are likely to also require an interim IPT declaration from you in order for the lower rate to apply. We would suggest you contact your insurance broker to discuss the process you need to follow.

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COVER STORY: CYBER CRIME



THEY ARE COMING TO GET YOU!

At The Movers and Storers Show in November, Dan Brown from MoveMan explained how cyber crime can disrupt your business, and what you can do about it.



Dan said there are a number of ways the criminals can get to you.

Phishing

An e-mail sent to a random e-mail address purporting to be from a reputable company to try and get individuals to reveal personal information such as passwords, credit card numbers, etc.

Spear phishing

A more targeted form of phishing where an e-mail is designed to appear to come from someone the recipient knows and trusts, for example a colleague, business manager or human resources department, and can include a subject line or content that is specifically tailored to the victim's known interests or industry.

DoS attack

DoS is short for denial-of-service and is where the perpetrator tries to make a machine or network unavailable. This is typically accomplished by flooding the targeted machine or resource with superfluous requests in an attempt to overload systems and prevent some, or all, legitimate requests from being fulfilled.

Ransomwareware

A type of malicious software that's designed to lock a user out of their computer. A fee is then demanded before access is returned.

Malware

This is software that is specifically designed to disrupt or damage a computer system.

Dan said that it is important to try to protect yourself and offered some suggestions as to the best ways of doing that.

Educating staff about the hazards of cyber crime is very important. "For example, not to open e-mails from an unknown or suspicious source and if they do, not to open any attachments," he said. A common example is an e-mail with the attachment of a PDF invoice. "The same applies for links, these should not be clicked on." Dan said that a good check is to hover the cursor over a link to see if what's written in the e-mail actually matches the destination link shown when you're hovering over it.

"Make sure your WiFi is secure," said Dan. "Potentially, anyone that can access your WiFi has access to your data so ensure any WiFi connection is password protected." Dan gave the example of someone moving into a new block of flats who gained access to several of the neighbours' routers that weren't secure

and changed the passwords so the owners could no longer access them.

Software should be updated regularly. "You should ensure that all operating systems and software are kept current by applying the latest software updates and patches, and that antivirus software definitions are kept up to date," he said. "Microsoft is a particular target for hackers."

Your company should have a strong password policy so that all passwords used contain a mixture of uppercase letters, lowercase letters, numbers and characters. "Also don't use generic company e-mail addresses such as info@xxx or enquiries@xxx as these are easily guessed."

"You should ensure that all operating systems and software are kept current by applying the latest software updates and patches, and that antivirus software definitions are kept up to date ..."

Dan Brown

Backups should be kept and tested regularly. "Restores should be tested: there is no point in having a backup if you can't use it. And if you use cloud services, ask your provider how they protect your data and ask them about their backup and restore policies."

You should have firm policies in place to detail what to do in the event of a cyber attack. Work out how long, if you are unfortunate enough to be targeted, your business could survive if it was brought to a halt. "The longer a cyber attack takes to resolve, the more costly it is."

Finally, Dan suggested that you should consider obtaining ISO 27001 - the international Standard that describes best practice for an information security management system (ISMS). This accreditation demonstrates to your customers that you are following information security best practices and working to protect yourself, and therefore their data, from attack.

Cyber crime and the small business

The Federation of Small Businesses (FSB) believes that small firms are unfairly carrying the cost of cyber crime in an increasingly vulnerable digital economy. Its report suggests smaller firms are collectively attacked seven million times per year, costing the UK economy an estimated £5.26 billion.

NEWS: UK

Steve Sheldon walks 40 miles to work for Children in Need

For the last twenty six years, John Mason International's Facilities Director Steve Sheldon has driven to work each morning from his home in Poynton to Liverpool, a distance of approximately forty miles.

In a bid to raise money for Children in Need, Steve decided to take up the challenge of walking to work.

When leaving home at 7.45am on Thursday to begin the trek Steve was met by brilliant sunshine, however just two hours later the weather conditions turned nasty and he was required to battle through a torrential downpour.

It wasn't as easy as I'd thought due to having to contend with a mixture of persistent rain, wind, thunder and lightning and hail."

Steve Sheldon

Stopping only for a warm flask of soup, Steve persisted as conditions worsened resulting in the normally pleasant canal paths becoming difficult to navigate. Nine hours after setting off Steve stopped off at a near-by hotel for refreshments and a well-deserved break.

The next morning Steve set off for the final leg of the journey, but just as he did, the heavens opened once again, but instead of rain this time Steve encountered hail and snow. As the Liverpool skyline came into view, the weather cleared up and for the final few miles the sun decided to make an appearance. After walking for 13 hours, Steve arrived at the John Mason International office just after lunchtime on Friday and was greeted by colleagues who were ready to congratulate him on his fantastic achievement.

"As this was my last opportunity to raise funds for Children in Need as a member of the John Mason team, instead of driving to work I decided an excellent way to mark the occasion would be to make the trek by foot," said Steve. "I am a keen rambler and often spend my time away from the office exploring the countryside and on walking holidays, so I thought this would be a reasonable challenge. It wasn't as easy as I'd thought due to having to contend with a mixture of persistent rain, wind, thunder and lightning and hail. I now have blisters on both feet and two very stiff legs. It was worth it though, as I managed to raise over £1,000 for charity."



● Steve Sheldon.



● Jessica Deane, the newest addition to the Deane's fleet.

A new unique van body for Deane's

Deane's Removals and Home Pack Container Storage of North Wales has recently taken delivery of a new vehicle, which proud owner Alastair Deane has described as truly unique.

Commenting on the new vehicle, which was on display at The Movers and Storers Show in November, Alastair said, "We needed to replace our twenty-year-old vehicle with one of similar size but with container capacity and a great deal of thought has gone into the design of this vehicle. I am very, very pleased with the final finish and build quality. My grateful thanks must go out to Jeremy Hulme of Guest Sherwood Trucks for sourcing the chassis along with Garry and Mike of Autotop for the superb job on the livery in such a short time. But most of all to the team at our bodybuilders UVB, Terry Sinnott, Mark, Geoff, Jacob and Shelia and Sue in the office, who have all contributed in making Jessica Deane a truly unique van body."

Jessica Deane - named after Alastair's granddaughter - is a EuroCargo, four container canopy side loader. The base vehicle is an Iveco EuroCargo 14-tonne with a 220hp Euro 6 engine, a 4,815mm wheelbase and rear air suspension, a first for Deane's. Above the manufacturer's day cab is an ARZ sleeper pod with two bunks, night heater, fire extinguisher and hot and cold running water.

Body features include: top canopies, side decks, safety bars



● Terry Sinnott hands over the keys to Alastair Deane at The Movers and Storers Show.

"...a great deal of thought has gone into the design of this vehicle. I am very, very pleased with the final finish and build quality."

Alastair Deane

and side lockers. City doors at the back are ideal for tight spaces and the well ramp lifts, and is pinned into the side boxes to make a level floor to carry the fourth container. The front is fitted with a fold-away Luton, a feature Deane's has had fitted on all its vans.

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PROFILE: U-MOVE GROUP

U-Move Group targets DIY removers with new service

When Mark Ratcliffe and Andy Pearson launched their new company, U-Move Group last February, they expected that some in the moving industry would see it as bit of a stab in the back.

While some will see the DIY budget removals service as a threat, the founders are adamant that their new business offers an alternative to conventional van hire, rather than drawing people away from the established moving companies.

Here's how it works. Instead of hiring a Luton or panel van from a conventional van hire company to carry out their move, the customer books a van from a U-Move member. The van comes with a driver, so there is no need to collect it from the depot or for the person moving even to have a driving licence. The U-Move van also comes equipped with basic packing materials, furniture covers, etc. Although the driver is not required to help with loading or unloading he will make sure the van is not overloaded, as it is ultimately his responsibility.

Andy Pearson said, "Most members of the public don't have the skills to load a van fully and generally only use the floor area, so overloading is seldom a problem. If the driver believes the van is too heavy he will refuse to deliver the load until it's reduced; it's all in our terms and conditions."

After the move the driver returns the van to the depot, which in the case of a long-distance move saves the customer a considerable amount of time and inconvenience. Alternatively, if the move is just around the corner, the customer can book the U-Move van and driver for as long as the job takes rather than a full day.

"Rather than lose the business, our members can offer the customer an affordable alternative that doesn't involve the hassle of renting and driving their own vehicle."

Mark Ratcliffe

So far, the U-Move Group has attracted 16 members across the country, 15 of which are moving companies who see it as a way of capturing business that would otherwise be lost to the van hire industry.

"We all know when we do a survey that there are some customers that simply can't afford to pay for a full removal service," said Mark Ratcliffe. "Rather than lose the business, our members can offer the customer an affordable alternative that doesn't involve the hassle of renting and driving their own vehicle."

Those wishing to become a U-Move member pay a one-off fee of £500, which includes the first year's membership. Thereafter there is an annual fee of £250, which may be paid in monthly instalments if required.

Mark and Andy recommend members use a 3.5 tonne Luton, although a large

panel van will suffice as an alternative. The U-Move livery costs an additional £200 for a panel van and £250 for a Luton.

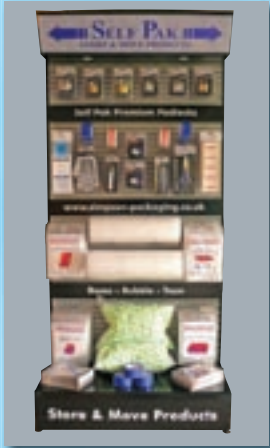
Each U-Move member is allocated an area in their chosen location and may promote their business within a 15-mile radius; however, there are no restrictions for collections and deliveries. An enquiry form on the U-Move Group's website enables customers to contact their nearest member directly to make a booking.

Andy and Mark believe their new business is the only one of its kind in the United Kingdom although similar services have operated in the US for many years; the most famous being U-Haul.

While U-Move will for some in the industry be controversial, it remains to be seen if the public has an appetite for this half-way-house between full-blown removals and van hire and if there are enough removals companies willing to join the party.



● Far left: Mark Ratcliffe (left) and Andy Pearson; left: vans booked from U-Move come with a driver.



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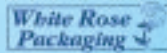
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NEWS: UK



● Hardakers began trading in Hull in 1870.

Local mover wins major contract with Hull City Council

Hardakers Removals has won a major contract with Hull City Council to move 316 people suffering from physical and mental disabilities, to new purpose-built accommodation in the city.

The Hull Extra Care project secured government funding of £80 million to provide residents with the facilities they need to live independently, with the added security of on-site care if and when they need it.

Hardakers, which has traded in Hull since 1870 and now incorporates long-established Selles Removals, tendered for the work last year and won the contract in

the face of stiff competition from other movers in the area.

Richard Johnson, Hardakers' Joint Managing Director with wife Jacqueline said, "We are delighted to have won the new contract with Hull City Council, it will be a fantastic start to 2017 for all of us at Hardakers Removals. We are exceptionally proud of all of the team involved."

The contact will involve two moves a day to three locations; Harrison Park in North Hull, Cecil Gardens in West Hull and Redwood Glades in East Hull.

Work will begin in January 2017 and take a maximum of 14 months to complete.

Hull: UK City of Culture 2017

This year will be a memorable year for the City of Hull as it welcomes visitors from far and wide to enjoy its year as UK City of Culture.

Just like a family getting ready for a special occasion, Hull has been preparing for its year in the spotlight by making sure everything is looking its best. Over £12 million has been invested to make this already impressive city a world-class venue for the wide variety of cultural events that will be staged throughout 2017.

If you've never been to Hull, or even if you have, 2017 is the time to see this ancient maritime city at her very best and get a healthy dose of culture into the bargain.

Elite Moving Systems honoured by Cartus

International moving company, Elite Moving Systems, was recently honoured as Cartus' Masters Cup winner at an awards dinner hosted by Relocation Agent Network.

The event was held at the Sofitel Hotel and Conference Centre, Heathrow on Friday, 18 November 2016 and has become one of the UK's most prestigious estate agency award ceremonies.

Elite Moving Systems first collected its award in October at Cartus' 16th annual Global Network Conference in Washington, DC. As a division of Cartus, Relocation Agent Network wanted to honour the achievement, to celebrate a British company winning the coveted accolade.

The Masters Cup for overall excellence is the highest honour within the Cartus Global Network (a network made up of Cartus suppliers). Elite Moving Systems was named the top supplier in the category of 'All Things Moving'.



● Left to right: Miles Jupp, Ronan Woodhouse, Alan Cartwright, Richard Tucker.

Alan Cartwright, Managing Director said, "We were absolutely thrilled to be awarded the Masters Cup by Cartus in Washington, DC last month, and then to be honoured

back in the UK by Relocation Agent Network was a very special occasion. Our award win really does highlight the true determination, hard work and

professionalism of every member of the Elite Moving Systems team."

The Relocation Agent Network awards dinner followed a business conference and was hosted by comedian and actor, Miles Jupp. Jupp presented awards to member estate agents who had most excelled in leading the field of UK estate agency and network standards.

Managing Director of Relocation Agent Network, Richard Tucker commented, "The members of the Cartus Global Network are exceptional in the customer service that they deliver, but Elite Moving Systems really exceeded these already high standards. As a British organisation, it seemed only fitting that we should honour them once more at our awards dinner, to mark their fantastic achievement."



James Hookham presents the cheque to Jo Godsmark.

FTA presents Transaid with £70,000 cheque

The Freight Transport Association (FTA) has presented transport charity Transaid with a cheque for £70,000, representing the funds raised by its members over the past three years through the annual membership renewal scheme.

Transaid is an international development organisation that aims to improve people's quality of life in the developing world by making transport more available and affordable. It works by sharing skills and knowledge with local people to enable them to put in place and manage efficient transport systems.

In total the FTA scheme has raised £211,300 for Transaid since it started at the end of 2009, giving members the option to make a donation along with their annual FTA membership fees.

The presentation was made by FTA Deputy Chief Executive James Hookham to Jo Godsmark, Chairman of Transaid, in front of 250 delegates at the final event in the FTA Transport Manager sponsored by Iveco conference series, which took place on 1 December at the Ricoh Arena in Coventry. Over 1,200 delegates have attended the ten Transport Manager events since the conference series began in September – the highest number in the event's history.

Mr Hookham said, "We are delighted that FTA members have shown such generosity and goodwill in raising this fantastic sum over the past three years in order to support the important work that Transaid

"These funds, together with support from the wider transport industry, are vital in allowing Transaid to invest in research into new transport solutions ..."

Jo Godsmark

carries out to save lives in Africa and the developing world."

Jo Godsmark, commented, "We are delighted that the FTA and its members continue to support Transaid's work to such a significant extent. These funds, together with support from the wider transport industry, are vital in allowing Transaid to invest in research into new transport solutions, such as our original work on the bicycle ambulances, and have allowed us to establish a series of effective HGV driver trainer programmes to combat the escalating problem of road deaths in Africa."

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SURVEY: MILLENNIALS

Millennials see mobility as essential for career advancement

A new survey for Graebel finds that the majority of millennials are willing to relocate for a job and postpone life milestones to live and work in desired destinations.

Millennials are redefining the employment landscape and how domestic and global mobility factor into their lives and careers. A new survey of millennials, by Wakefield Research for Graebel, found 84% of millennials are willing to relocate for a job and 82% believe they will be required to relocate if they want to advance their careers.

Moreover, the survey revealed that millennials are willing to make significant sacrifices in order to live and work in their 'dream' cities in the US and abroad. More than 80% would be willing to take a pay cut if necessary to relocate to a dream destination; 71% would be willing to postpone marriage and 72% would be willing to postpone having children.

84%



Millennials on the move

Millennials have a global mindset when it comes to their careers. 84% are willing to relocate for a job, 72% domestically and 41% internationally.

82%



Career building through mobility

82% of millennials believe eventual relocation will be necessary for career advancement, and 83% say they would give preference to a prospective employee who has worked abroad, if they were in charge of hiring.

65%



Motivated by money

When it comes to relocation, millennials are more motivated by money than by experience. 65% would move to a foreign country for higher income, compared to 35% who would relocate for the experience.

“Twenty years ago, a much smaller percentage of the workforce expected to need to relocate for career advancement ...”

Bill Graebel

“Twenty years ago, a much smaller percentage of the workforce expected to need to relocate for career advancement,” said Bill Graebel, President and CEO of Graebel. “Now we’re seeing a significant shift toward younger employees relocating, sometimes internationally, and it’s changing how companies think about talent acquisition and retention,

and how employees map their lives and careers. Millennials embrace the notion of relocating as a catalyst for achieving career goals.”

Some of the findings included in the survey are shown below.

72%



Life milestones at home and abroad

To live in their dream destination, 72% of childless millennials would delay having kids and 71% of single respondents would postpone getting married. However, a large percentage of millennials would be willing to build a life while working overseas - 43% would buy a home, 47% would buy a car, 41% would get a pet and 34% would get married and have children.

78%



Independent-minded

Although traditionally, employers not only pay for relocation expenses but also make the arrangements, 78% of millennials would rather make all the travel and housing decisions themselves using a company stipend. This suggests millennials are more willing to use web-based tools, social media and smartphones to be more independent transferees.

NY



Dream cities

In the USA, New York tops the list of dream cities for millennials, followed by (in order) Los Angeles, Miami, Seattle and San Francisco. London is the most desired city outside the US, followed by Paris, Sydney, Tokyo and Berlin.

NEWS: INTERNATIONAL



● The *MSC Maya* is the world's largest container ship.

ESC joins GSF to tackle consolidation in global container shipping

Representatives of exporters and importers from around the world have joined forces to advance and protect their members' interests in the face of unprecedented change in the global container shipping industry.

The European Shippers' Council (ESC) has joined the Global Shippers' Forum (GSF) to promote the findings of new research and analysis commissioned by GSF into the impacts of new 'alliances' being formed by container shipping lines and the growing use of so-called mega-ships (those with more than 18,000 teu capacity).

Shippers fear that the contraction of the shipping market into a very small number of tightly knit alliances,

and the use of much larger vessels, will reduce their choice of carrier and the quality of the services delivered as carriers operating within such arrangements cannot compete amongst themselves with regard to the agreed capacity, sailing frequency, transit times, ports of call and service level.

GSF's paper – *The Implications of Mega-Ships and Alliances for Competition and Total Supply Chain Efficiency: An Economic Perspective* – makes a series of recommendations

to competition authorities and regulatory bodies around the world to mitigate the possible implications for competition in key liner trades arising from a reduced pool of competing carriers.

It offers a range of options for national and regional competition authorities on how to approach the regulation and oversight of the new shipping alliances including:

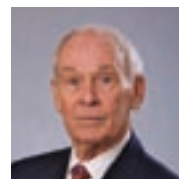
- Competition authorities and regulators should ensure sufficient independent competition on key trade routes, given that the emergence of alliances has produced barriers for new entrants and has made it nearly impossible for independent lines to compete on some trades;
- Competition authorities should repeal existing exemptions from antitrust laws and implement effective monitoring of alliances, including direct intervention to preserve competition where appropriate;
- Competition authorities should liaise and align their practice and powers in that field.

GSF Chairman Bob Ballantyne said: "I am delighted that ESC has joined GSF in order to promote and defend shippers' interests at global level. GSF has made the voice of shippers heard in the UN agencies responsible for the regulation of the maritime sector and supported many of its member associations in advancing more transparent regulation of the container shipping industry in their home markets."

"ESC, with its network of contacts in the European institutions, will bring further pressure to bear in the key European liner markets. I very much look forward to working with Denis Choumert and ESC members in the future pursuit of our common goals of safe operations, open

markets and environmentally responsible transport."

ESC Chairman Denis Choumert said: "ESC is pleased to be working with GSF on this critical issue of the necessary evolution of the structure and regulation of global container shipping. As a member of GSF, we will use our contacts and networks in Europe and elsewhere in the world to promote the report's findings and demonstrate the value that joint working can have in advancing shippers' interests more



"ESC, with its network of contacts in the European institutions, will bring further pressure to bear in the key European liner markets."

Bob Ballantyne

generally."

Both chairmen call for shippers to respond to these threats and opportunities in a co-ordinated way and hope that shippers' associations around the world will be able to use the findings and the analysis of this paper in their representations to their own governments on behalf of their members.

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Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

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Area Coverage



● Left to right: Pepe Pietropaolo, General Manager and Lisa Fink, General Manager Mobility, of Kent Relocation Group with Graebel's Andrew Pierce, SVP Global Supplier Development.

Graebel recognises top suppliers

Graebel Companies recently honoured its top-performing supplier partners at its annual Relocation Alliance Summit, attended by hundreds of key suppliers, including household goods movers, temporary housing companies, destination services providers and many more from around the globe.

"The excellence of our supplier network is one reason we have such consistently high customer satisfaction scores in delivering world-class relocation services," said Bill Graebel, Graebel Companies CEO. "We share a vision to deliver exceptional customer care for every

single relocating employee that we service. And this year's award winners are the best of the best."

The winners are:

- The Partnership Award, given in recognition of exceptional collaboration and teamwork, was awarded to Kent Relocation of Australia. Kent has been a Graebel

partner for more than 30 years.

- The Environmental Stewardship Award, given to the partner who demonstrates a unique commitment to sustainability, was awarded to Paxton Companies of Springfield, VA.

- The Compliance Award, recognising exceptional accomplishments in adapting to the ever-changing world of compliance and regulatory standards, was awarded to SilverDoor Limited of London.

- The Pacesetter Award, given to the partner demonstrating the highest level of collaboration in new business development, went to CWS Corporate Housing of Austin, TX.

- The Superior Quality Achievement Award in Household Goods and Relocation Services, given to Trafimar Relocation Services (Mexico) and ICU.net, (Germany), respectively.

- The Consultant's Choice Award, given to partners that achieve the highest quality scores as reported by the Graebel operations team, was awarded to ABODA Corporate Housing (Woodinville, WA) and John Mason International (UK).

- The Robert Kral International Leadership Award, given to Graebel Vice-President Luke Humphreys (Denver), for outstanding leadership in the area of international corporate relocation.

- The D.A.V.E. Award, recognizing the "Distinguished Alliance Member of Value and Excellence" was given to Dwellworks, LLC (Cleveland, OH) and Graebel Chief Operating Officer Ron Dunlap (Denver, CO).

JOINT VENTURE FOR EUROPEAN TRUCK TOLL SYSTEM

TSystems International GmbH, Daimler AG and DKV EURO SERVICE GmbH + Co KG plan to create a joint venture to work together to develop and deliver European Electronic Toll Services (EETS) across the whole of Europe. The aim is to sign up sales partners to market the EETS services and to process the tolls for customers. The intended collaboration is subject to approval by the competition authorities.

The technical basis of the planned services will be a transnationally usable on-board unit, which is designed to allow the Europe-wide billing of toll charges using just one single device.

The market launch is scheduled for 2018 in the following countries: Belgium, Germany, France, Austria and Poland.

The next planned step is to include the following countries, if possible, at the time of market launch or at any rate soon afterwards: Italy, Portugal, Spain and Hungary.

The offered services are intended to cover all current and future toll roads as well as relevant tunnels and bridges using one single on-board unit.

New warehouse for Orphee Beinoglou in Athens

Orphee Beinoglou in Greece has just completed the construction of another big logistics hub and storage facility in Athens for accommodating its operations, located in the industrial area of Aspropyrgos, around 20km from the city and 10km from the Port of Piraeus.

The new facility has 16,000m² of covered space on a 51,000m² site. It has 31 loading docks, monitored around the clock by 70 CCTV systems and special fire detection and burglary security systems.

Including this new establishment, Orphee Beinoglou operations in Greece are spread across six locations in Athens and Thessaloniki with a total covered space of 105,000m². The company's services include: logistics, freight forwarding, household goods, fine arts and exhibitions.



TED SIMON: THE NIGHTMARE LOOMS

THE NIGHTMARE LOOMS

World traveller Ted Simon has seen more than most when it comes to human nature and the madness of politics. Ted shares his thoughts on how the world order is changing and the nightmare that may be just around the corner.



I had a nightmare last night. The world was in ruins, in a rather colourful and impressionistic way, and I was in a famous photographer's studio where he was trying to turn the ruins into an art object. I had been up and down the west coast of America, on a bike I think, getting lost in hotels and viewing the destruction, and I was trying to get the celebrity's people to take my accounts seriously but they didn't want to know,

On my way around the world I've had friendly, enjoyable relationships with people whose fundamental beliefs were abhorrent to me ...

which was hardly surprising because I actually had nothing to offer, and that was the nightmarish part. It was the sense of my own futility that woke me up.

Of course, the world around me now is

not in ruins. Village life goes on as usual. People are coming to dinner. The battery on my bike has died. The church bell, which rings every half hour, is ringing as I write. The nightmare is still some way away, but I feel it coming.

One summer in the late nineties I was riding a big Triumph Tiger around the States. I was already well enough known that people invited me to drop by and stay for a night or two. One such invitation came from a man in Louisiana. He said if I turned up before he was back from work I should help myself to the whisky. It was the kind of sultry, sweaty night you associate with the South and the room I found myself in was a cavernous space full of steamy shadows. A whisky on the rocks sounded very appealing, the bottle was where he said it would be and I helped myself to ice from the freezer, not noticing that it was also full of seafood. It was the first, and I hope the last time in my life that I drank shrimp-flavoured whisky.

When my host arrived I found him very congenial. We had good conversation, great food. I slept well and in the morning

again, before I left, he struck me as an intelligent, thoughtful, well-balanced man. Ten years later I wrote something in favour of Obama's bid for the presidency and that same man sent me the most vindictive e-mail I have ever received. He called me a disgusting, myopic fool and tore into me for supporting 'that animal'. I was truly shocked and, believe me, that hardly ever happens.

I have always thought it very important to criticise politicians. I used to think that Americans were much too kind to them, worshipful almost, especially to senior politicians like senators and White House dignitaries. I thought it would be impossible for an intelligent American to insult his revered institutions so much as to call a presidential candidate an animal. So I assumed my friend had suffered some terrible trauma in his life – Alzheimer's perhaps. I should have known better.

On my way around the world I've had friendly, enjoyable relationships with people whose fundamental beliefs were abhorrent to me: an Afrikaner in apartheid Africa, a militant Muslim evangelist in

TED SIMON: THE NIGHTMARE LOOMS



● Ted Simon. Photo: Andy Hudson.

in the presence of 'foreigners' like me. The distressing ex-mayor in North Carolina, with her careless reference to Michelle Obama as an "ape on heels", is like a bookend around that story.

Of course, it's not just about race. It's about poverty, neglect, misinformation and the deadly precision with which politicians manipulate underprivileged constituencies. In India, a politician could secure the votes of several thousand destitute villagers with one standpipe of drinking water. The principle's the same. It took Nigel Farage and Donald Trump to wake me up to the existence of these unreconstructed nations within a nation. I suppose I should be grateful to them, for exposing some of the realities that we in our supposedly advanced civilisations have been trying to ignore.

My second big journey in 2001 made it pretty clear to me that all the huge disruptions in the world today are symptoms of three enormous changes that occurred since I first wandered around forty years ago: huge population growth, an information revolution, and creeping climate change. Large parts of the world are unable to sustain their populations, climate change is drying them out, and the Internet is telling them where to go to get the kind of life that we are enjoying. It may sound simplistic but I think it's incontestable.

In a smaller, more local variation of the same pattern, it's what's happening in England and America. A self-satisfied urban and coastal elite lost touch with the country where large numbers of underprivileged people have been nurturing their grievances and hiding their prejudices under a mask of political correctness. It was surprisingly easy for two rabble-rousers to rip the mask away, exploit their emotions, tell them a story they wanted to hear and watch them rise up in anger.

The terrible, destructive truth is what we have seen demonstrated again and again in human history. These agents of

Of course, it's not just about race. It's about poverty, neglect, misinformation and the deadly precision with which politicians manipulate underprivileged constituencies.

change, these provocateurs, are interested only in boosting their own egos. They have no solutions, and the upheavals they generate lead to chaos and violence from which it takes ages to recover.

I was only eight years old at the outbreak of World War Two, which has given me a life-long interest in the times that led up to it. I imagine that the sick feeling I have today must be rather similar to the way many felt in 1938. These worrying and mind-numbing events – Iraq, Syria, Sudan, Ukraine – are just premonitory tremors. But it's awful to think that our destinies are in the hands of people like bumptious Boris, egregious Farage and the slithy Gove on one side of the Atlantic, and on the other such ghastly creatures as Mitch O'Connell, Rudy Giuliani and the naked Emperor Trump.

Maybe from now on I really will just stick to motorcycles. The poet Alexander Pope once wrote: "When vice prevails and impious men hold sway, the post of honour is a private station." I don't know though. Is it honourable to stay silent?

The terrible, destructive truth is what we have seen demonstrated again and again in human history. These agents of change, these provocateurs, are interested only in boosting their own egos.

Sudan, a tribal anti-semitic in Tunisia, and so on. But I made the lazy assumption that we, in Europe and America, were beyond that sort of thing except when it came to fringe extremists. I couldn't have been more wrong. My man in Louisiana was only one of millions who kept their unseemly thoughts nicely tucked away behind courtly southern manners when

Ted Simon

In the world of motorcycle travellers, Ted Simon is a god.

On 6 October, 1973 at the age of 42, Ted set off from London on a 500cc Triumph Tiger motorcycle on what became a four-year solo journey around the world, covering 64,000 miles through 45 countries. On his return he wrote a book, *Jupiter's Travels*, which has since inspired many others, including

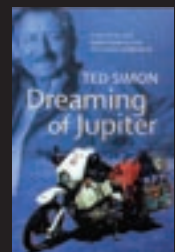
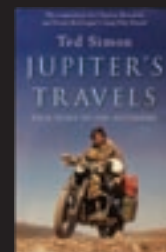
Ewan McGregor and Charley Boorman, to follow in his wheel-tracks.

On 27 January, 2001 Ted embarked on a second round the world journey to discover how the world had changed in the intervening years. This time he rode a BMW R80 GS over 59,000 miles through 47 countries. The journey was the inspiration for a further book,

Dreaming of Jupiter.

Until recently, Ted lived on a small holding on the edge of an Indian reservation in northern California. He has now moved to France and is often visited by motorcycle travellers from around the world.

● For more information about Ted Simon go to www.jupitalia.com.



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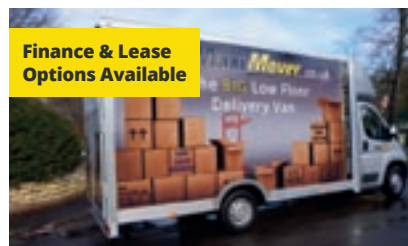
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PROFILE: HOMEBOUND OF BANGLADESH

A friendly face in an unfamiliar world: Homebound of Bangladesh



● Anselm Quiah (left) and Henry Jacob.

Ask Henry Jacob, Senior Executive Director of Homebound in Dhaka, how he chose the name of his company and he will tell you that most of his customers are 'going home', so Homebound seemed right. But take a glance back to history, and the name seems even more poignant.

For centuries, Europe has had an unbreakable tie with Bangladesh. European trading began in the 15th century with the British East India Company taking control of Bengal in 1757. At that time many local people found work on the ships and found a home-from-home in London and other European cities. The partitioning of India came in 1947 which created West and East Pakistan followed by the war of liberation, concluded in 1971, that created the independent state of Bangladesh.

"Although there is corruption in the country we never get involved because we only work with good companies that have to be compliant themselves, so we never come under pressure."

Henry Jacob

Ravaged by conflict many local people chose to move to Europe, especially the UK, more permanently and found work, often as cooks and restaurant owners. Before 1970 an 'Indian' restaurant in the UK was a rare sight. Today it's easier to dine on Fish Bhuna with Pulao Rice in London than Roast Beef and Yorkshire Pudding. Ask any waiter in an Indian restaurant in the UK where his family comes from and he will probably say Sylhet, a district of Bangladesh. Try it sometime.

Henry Jacob, and his brother-in-Law, Anselm Quiah, Managing Director, started

Homebound in 1972, immediately after Bangladesh was liberated and just in time to take advantage of this migratory bulge and the influx of corporate and diplomatic personnel. "Lots of countries started to recognise Bangladesh as an independent state at that time," said Henry. "There were very few companies there to provide moving services. We saw the opportunity."

And what an opportunity it turned out to be. Having started with a handful of people, Homebound today employs a staff of around 375 in its head office in Dhaka, a port office in Chittagong and an office near the Indian border to handle border movements. "We do all the work ourselves," said Henry. "We don't subcontract anything."

Homebound is now the only company in Bangladesh with ISO 9002, it's a member of FIDI, BAR, IATA and IAM and provides a wide range of services for its private, corporate and diplomatic customers including: household and office moving, transport, freight forwarding, fine arts handling, customs brokerage, trade fair services, records management and DSP services. "Our domestic moving has increased recently as the country has a growing middle class who are prepared to pay for a professional service," said Henry.

But operating in Bangladesh is not always easy, especially for a Christian-run company in a Muslim country. "Sometimes we have issues but we keep on fighting it out," he said, adding that they are careful to employ staff that represent each group: Christian, Hindu, Muslim and Buddhist. "At

least we can cover the holidays that way! Actually, everyone gets along very well."

The infrastructure can be tricky too with bad traffic, strikes, much of the country covered in water and places where the roads are impossible for large vehicles. But Henry has been working there a long time, he knows how to make it work despite the difficulties.

Henry said that HES (Health, Environment and Safety) is very important. Homebound has its own training programmes and includes defensive driving training to help reduce both accidents and fuel consumption. In Bangladesh it's also a right of every worker to stop the work if they do not feel safe – that's not just stop working but stop the job from continuing until the safety issue is addressed. The company has GPS in all the vehicles and strictly enforces drivers' hours regulations.

"We are very strict on compliance," said Henry. "We work with a lot of American companies so it's essential. Although there is corruption in the country we never get involved because we only work with good companies that have to be compliant themselves, so we never come under pressure."

On its website Homebound claims to be the number one company in the country and a service provider that can 'do it all' for its customers. For most international agents, however, the key is that the trusted, familiar, friendly face of Henry Jacob is there to handle their shipments in, what is to them, an unfamiliar and challenging place.

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NEWS: INTERNATIONAL



● An extensive range of charging points could make 'range anxiety' a thing of the past for European electric vehicle users.

The goal is the quick build-up of a sizable number of stations to enable long-range travel for Battery Electric Vehicle (BEV) drivers.

power levels up to 350kW will be significantly faster than the most powerful charging system deployed today. The build-up is planned to start in 2017. An initial target of about 400 sites in Europe is planned.

By 2020, customers should have access to thousands of high-powered charging points. The goal is to enable long-distance travel through open-network charging stations along highways and major thoroughfares, which has not been feasible for most BEV drivers to date. The charging experience is expected to evolve to be as convenient as refuelling at conventional fuel stations.

The network will be based on Combined Charging System (CCS) standard technology. The planned charging infrastructure expands the existing technical standard for AC and DC charging of electric vehicles to the next level of capacity for DC fast charging, with up to 350kW.

BEVs that are engineered to accept this full power of the charge stations can recharge brand-independently in a fraction of the time of today's BEVs. The network is intended to serve all CCS equipped vehicles to facilitate the BEV adoption in Europe.

Could this be the turning point for electric vehicles?

So-called 'range anxiety' has been a major inhibitor to the take-up of electrically powered vehicles, with fears of running out of power while searching for an elusive charging point putting off all but the greenest of drivers.

But all that seems about to change thanks to a commitment by a consortium of European major motor manufacturers to dramatically increase the number and efficiency of charging stations in the next few years.

BMW Group, Daimler AG, Ford Motor Company and Volkswagen Group with Audi and Porsche have signed a Memorandum of Understanding to create the highest-powered electric vehicle charging network in Europe. The goal is the quick build-up of a sizable

number of stations to enable long-range travel for Battery Electric Vehicle (BEV) drivers. This will be an important step towards facilitating mass-market BEV adoption.

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DKV fuel card now accepted in Russia

Gazpromneft-Corporate Sales, the Russian fuel card operator, and DKV Euro Service, Europe's leading service card and toll provider, have joined forces to start a strategic cooperation.

In future, the DKV CARD will be accepted at over 1,000 Gazprom Neft filling stations in Russia.

"So far, our company already has the largest portfolio of federal transport customers on Russia's fuel card market," said Dmitry Guzev, General Director at Gazpromneft-Corporate Sales. "With over 135,000 customers and 2.5 million DKV CARDS and On Board Units circulating, the cooperation with DKV Euro Service offers us high international transit market potential as well."

DKV benefits from high-quality and price attractive diesel for its network. "Russia is an important transit and target country for our



● The DKV CARD will be accepted at over 1,000 Gazprom Neft filling stations.

"Russia is an important transit and target country for our customers ..."

Natalia Loktionova

customers," said Natalia Loktionova, Managing Director at DKV Euro Service Russia. "We are happy to provide our customers with high-quality, price attractive and in particular winterproof Gazprom Neft diesel. The company enjoys an outstanding reputation and we are looking forward to a trustworthy cooperation."

EUROMOVERS is not Euro Movers LLC

EUROMOVERS, the global moving network, has written to *The Mover* to ask for help in clearing up an identity problem. It appears that there is a company in Dubai called Euro Movers LLC which is causing confusion.

Thomas Juchum, EUROMOVERS' Managing Director explained: "We are receiving e-mails from time to time, where customers are complaining about the services provided by Euro Movers LLC. We are very concerned about this matter, since many people confuse this company with us and believe it is a subsidiary or a member of our service network."

The company in Dubai not only has a similar name to Thomas' organisation, it also has a similar domain name. "The company name might be similar, but it is a different organisation," said Thomas. "Even their

company logo is different. This company is absolutely separate and has absolutely nothing to do with us."

EUROMOVERS International S.A. is based in the Grand Duchy of Luxembourg. It serves as the headquarters for an organisation of medium-sized, family-owned moving companies in Europe and overseas. "We have our own agents available in the UAE and other countries of the Middle East," said Thomas. "Euro Movers LLC, and its subsidiaries, never has, nor will ever be connected with our international service network."

Thomas said that customers looking for moving services to or from the UAE are invited to contact the EUROMOVERS headquarters by e-mail: info@euromovers.com or search for a network partner at www.euromovers.com/our-network. "Unfortunately, we cannot help concerned customers in resolving problems with Euro Movers LLC."

Thomas suggested that customers should contact the following organisations if they have disputes with the Dubai company: www.dubaichamber.com/en/contact, or www.consumerrights.ae/en/Aboutus/Pages/Contactus.aspx.



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TRANSPORT: NEW VOLS SYSTEM EXPLAINED

The new VOLS system

Scott Bell, Solicitor with Backhouse Jones, looks at the new Vehicle Operator Licencing Service (VOLS) from the Office of the Traffic Commissioner (OTC).

We are often contacted by operators or new applicants who seem to be suffering that their application has gone into the long grass or that they are being requested to supply further information by the OTC before they will consider the application.

Historically, an application would be processed between 9–12 weeks after the application was complete. However, apparently around 80% of applications received by the OTC are deemed to be incomplete which causes delays. This has a knock-on effect for all applications as time is spent by the OTC in dealing with these incomplete applications.

How is the new VOLS different?

The new VOLS system is an online application system and will work in a similar fashion to most other gov.uk website application services. For new applicants, you will be able to register to use the service and be designated a username and password for entry into the platform. For existing licence holders, you will be able to request a username and password for any designated or named persons under the existing licences.

After gaining access to the application system, you will be greeted with a welcome page that will describe any current licences and any outstanding/incomplete licence applications. If you wish to make a new application there will be an option for you to click to start the process.

The application system will largely mirror the current questions that form part of the current application forms, however, with the application being online it gives the system the ability to auto populate data from Companies House such as the Registered Name and

Address but it will not auto populate director details. There are currently some additional questions, such as identifying who analyses your tachographs, and there are changes to the way in which some previous questions were phrased.

The system also gives you the ability to upload documents for the OTC to review such as date audits, training certificates and other information that shows you are a compliant operator. The requirement to supply maintenance contracts has gone (however you are still required to have one in place and must be able to produce it on demand) and, it seems, the OTC will accept the uploading of bank statements rather than having to send in the originals.

One of the key aspects of the system is to cut down on the incomplete applications, in that it will not allow you to submit an application unless it is complete. It also auto populates addresses from entering a postcode and it will not allow you to enter postcodes for operating centres in two different traffic areas onto the same application.

Do you have the right browser?

To get ready for the new system you'll need to have a modern and secure browser installed to access the new services and to make sure your data is protected. You can use any of the following browsers:

- Microsoft Internet Explorer 11;
- Microsoft Edge;
- Google Chrome 38 or later (52 or 53 recommended);
- Firefox 27 or later (48, 49 or ESR 45 recommended);
- Safari 7 or later;
- Mobile Safari 7 or later;
- Chrome Mobile 38 or later.



TRANSPORT: NEW VOLS SYSTEM EXPLAINED

VOLS on test

From the testing that we have undertaken of the system, it does seem that it will produce a number of benefits for both operators and the OTC in streamlining the application process. The aim of central government is to reduce the application waiting time over the next few years to a period of around six weeks, however the OTC is confident that when the system comes online, operators using it should see an immediate improvement in the service time they are receiving.

The OTC does intend that within two years it will have phased out all paper copies of the applications and intends to deal with matters such as licence renewals fully online. It is therefore key that all operators get used to the system and keep their contact details updated so that anything sent by the OTC is received by the correct person and dealt with in a timely manner.

We would also recommend that in line with the plan to deal with five-yearly renewals of licences online, all operators diarise their renewal dates separate to the OTC system to ensure the renewal is not missed.

We have previously highlighted that the new VOLS system will be compatible with Companies House data and that the OTC plans to run monthly reports to check that the directors of the company match those given on the licence. Despite this compatibility, it is still your obligation to inform the OTC of any changes to directors or company status within 28 days and therefore the OTC will give you a short period of time for you to notify it of the change before it sends you a nasty letter. Be warned, this will cast the spotlight on your operation and, therefore, please ensure that your Operator Licence is kept up to date.

For companies holding a licence, we recommend that it is a re-occurring item on the monthly Board meeting minutes of any changes that you need to notify to the OTC. These should include director changes, contact details, maintenance contractors, registered office changes, so that you keep your licence up to date.

Conclusion

We have no doubt that when the new system comes online there are going to be some teething issues, however our overall impression of the system is that the data entry is very user friendly. However, as always with an application, it is not just simply the case of ticking the right box, but giving the OTC the correct and relevant information to allow it to determine your application in a timely manner.

We have assisted numerous operators and new applicants over the years with dealing with applications through the OTC and we can continue to assist you with the new service. Please do take advice before completing an application just to ensure that you are giving the OTC the correct information.

● **Further information from**
scott.bell@backhouses.co.uk

Scott Bell

Scott Bell is a solicitor at Backhouse Jones. He qualified in 2010 and specialises in road transport law covering goods and passenger carriage. Scott provides advice to assist clients with compliance within the regulatory framework of operators licensing, including advice regarding business structure.



NEWS: ON THE ROAD

EXTRA PENALTIES FOR HGV DRIVERS USING MOBILE PHONES

Under new rules, motorists committing the offence of using a hand-held mobile phone while driving will get six points on their licence and face a £200 fine.

However, HGV drivers face additional sanctions over and above the increased points and fines through the industry's regulator – the Traffic Commissioners. TCs can, and do, take action against drivers who use hand-held mobile phones. If caught committing such an offence, the police automatically pass the offence information to the relevant TC. This action is also taken against HGV drivers committing offences when driving vehicles other than HGVs as the commissioners consider that HGV drivers must maintain high professional standards at all times – even when driving cars or other vehicles.

Commenting, RHA Chief Executive Richard Burnett said, "As far as the road haulage sector is concerned, the RHA is urging employers and drivers to help eradicate this practice from the industry once and for all. Those that continue to flout the law are putting lives and their own livelihoods at risk."



● Richard Burnett.

RHA welcomes government pledge to tackle illegal lorry parks



● The government plans to conduct a national survey to determine where lorry parks are needed.

The Road Haulage Association (RHA) has welcomed the government's commitment to tackle illegal lorry parks but says the issue can only be solved by better, legal parks to help drivers who are often desperate to find parking for their legally required breaks.

"Finding a safe and secure place

to park, either overnight or during statutory rest periods, is no easy task," said RHA Chief Executive Richard Burnett. "Secure lorry parking facilities with appropriate amenities should not be seen as a problem - on the contrary, they are the answer to lorry intrusion in local areas and to improving driver welfare."

"The news that Road Minister John Hayes is to conduct a national survey to determine where more parking spaces are needed and his pledge to make sure lorry facilities are planned into new Highways England infrastructure projects, while welcome, is long overdue," said Richard. "We made the same point to coalition government ministers in 2010. We were promised action then but nothing happened. However, we continued to press and we are reassured by what we are now hearing from John Hayes and Highways England. There is much government can do to facilitate and encourage lorry parking development, which so far it has failed to do."

The RHA has already met the roads minister to discuss this issue and fully supports local measures to require the industry to use appropriate, secure lorry parks where they are provided and sensibly priced. The Association has also met Helen Whately MP to discuss the lorry parking problems specific to Kent. Kent County Council is already working on identifying where more lorry parking spaces are needed in the county.

Industry supports Driver CPC



● Research suggests the industry is broadly in favour of retaining Driver CPC.

As experts suggest that Driver CPC will remain following the UK's forthcoming departure from the European Union, research by the Road Transport Industry Training Board (RTITB) has shown that the majority of businesses feel positive towards Driver CPC training.

"At RTITB, we feel that it is extremely important to retain Driver CPC legislation post-Brexit, primarily because of the effects on safety and its role in staff

development," explained Laura Nelson, Managing Director of RTITB, the UK's leading Driver CPC Consortium.

At a recent industry debate attended by RTITB, experts suggested that the upcoming Brexit will not mean the end of EU-legislation, such as Driver CPC, in the UK, but it may be reformed. Research conducted by RTITB in October 2016 indicates that the LGV/HGV sector would welcome this continuation of Driver CPC.

"We strongly believe that Driver CPC has been a positive step forward for training since it was introduced for HGV drivers in 2009. According to our research the industry agrees - 70% of respondents said that it has improved driver training within their company," said Laura.

One area in which respondent opinion was split was in regards to the amount of training legally required. Although 50% are happy with the requirement for 35 hours over five years and feel it is about right, 42% feel it is too much. The remaining 8% would favour more training time and feel the current requirements are not enough to ensure safety and best practice.



● The Great Wall of Calais under construction.

Better news from Calais: but will it last?

The vital cross-Channel ferry and tunnel routes for international lorry traffic appear to be returning to normal. However, the concern remains that the situation may change if the increased security measures at the port are not maintained.

Removal of the 'Jungle' migrant camp appears to have been effective in greatly reducing the local threat to drivers, vehicles and loads and Calais appears to be getting back to normal both for local residents and for the lorry drivers using the port. Operators who switched away from the Dover Straits are cautiously re-appraising their decision and some are starting to return.

"It's good to be able to say something really positive about Calais," said Road Haulage Association (RHA) Chief Executive Richard Burnett. "We will of course continue to monitor the situation closely. The key is to ensure that the 'Jungle' camp is not allowed to be re-established. The problems over the past two years have been awful for everyone – including the migrants, desperate to get to the UK by whatever means possible."

However, on a recent fact-finding visit to the port, the RHA reported the overall concern of those UK-bound HGV drivers was that the current situation, although very

"We will of course continue to monitor the situation closely. The key is to ensure that the 'Jungle' camp is not allowed to be re-established."
Richard Burnett

welcome, may be short lived.

The problem of migrants trying to get into UK-bound trucks remains, but for now, the Calais area is no longer such a migrant hot-spot. The threat is now more dispersed but it appears that organised gangs are still active in trying to get migrants on-board vehicles when they park for breaks.

"The RHA has been working with the UK Border Force on gathering intelligence on the migrants and the criminal gangs who often direct them and we will continue to do so," concluded Richard Burnett.

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BUSINESS: IRISH RELOCATION

Patrick Oman sells Irish Relo

Dan Sennett has acquired Irish Relocation in Dublin from Patrick Oman, the charismatic entrepreneur and past president of both OMNI and EuRA.

What is being called a 'management buy in' took place in August last year.

Dan Sennett was born into an expat family and, after being educated in England, serving in the army, and working as a merchant banker with Credit Suisse, started a relocation business in Nigeria servicing the West African market. His wife is Irish and when their children became of school age, the family moved to Ireland for the benefit of their education.

Dan originally came to Irish Relo to ask about housing and schools but, after speaking with him, Patrick, who was investigating a succession plan, realised he would be a perfect partner to take the company to the next level.

"Dan is a visionary who will take the company into the next generation and is adding a new dimension to the business."

Patrick Oman

Dan has acquired the whole company, including its Belfast operation and Patrick has moved into a chairmanship role. Paul Coy remains as head of finance and William Tighe as head of moving. "From the customers' points of view nothing much will change," said Patrick. "All the existing staff they are used to working with will remain the same, including Michele Preshaw in Belfast."

Patrick and Dan, who have spent the last few months visiting with their major customers, are working together to grow the business. "It's a great stepping stone for me to go on towards retirement eventually," said Patrick. "Dan is a visionary who will take the company into



● Patrick Oman (left) and Dan Sennett.

the next generation and is adding a new dimension to the business.

Patrick is staying quiet about his personal plans. Although he talks about retirement, few of those who know him will expect him to be stepping back just yet.

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NEWS: PRODUCT



● Damien Seaman, Head of Content and SEO at Buzzmove, addressing The Movers and Storers Show.

Video surveys for free

Yes, video surveys are the future . . . and now you can do them for free with a new service from Buzzmove. Damien Seaman, Head of Content and SEO at Buzzmove, explains.

At November's Movers & Storers Show, moving company after moving company came to the Buzzmove stand to talk to us. They wanted to know more about how we can help them carry out pre-move surveys with their customers using video chat. And no wonder. Feedback on our new video survey tool from our removal company partners is that it could potentially double – or even triple – the number of pre-move surveys they do.

More surveys mean more paying jobs. And doing them online means you can carry out surveys across the whole of the UK and beyond. Without the time and expense of driving long distances. Maybe most important of all, you can carry out surveys outside business hours.

It's more convenient for your customers. It's more efficient for you. It could save £100s per week in staff and fuel costs and with more

and more people doing all their shopping online, it's only likely to become more popular. At The Movers & Storers Show, Simon Hood from John Mason International even

More surveys mean more paying jobs. And doing them online means you can carry out surveys across the whole of the UK and beyond. Without the time and expense of driving long distances.

went so far as to ask if physical surveys will even still exist in a few years' time?

Of course, part of the reason for all this excitement is that we have a rival in this area. A company from the US, which has recently received some attention in *The Mover* magazine, about how its online video surveys could 'revolutionise'

the industry.

Now, 'revolutionise' might be putting it a bit strong. As far as I'm concerned, video surveying is less about doing something new, and more about saving moving companies time and money doing what they already do best: building a personal relationship with new customers while making an accurate estimate of the time and cost of a moving job.

Video surveys are the future for this industry. That's why we decided to offer our video survey tool for free. Movers can see the potential benefits and they're keen to start. But there's a lot about this new approach that remains unknown.

How many customers will be happy to carry out video surveys? How many of those surveys will convert compared to doing surveys face-to-face? How much is a survey worth to a moving company?

According to our competitor, the average cost of carrying out a survey is \$240. But, speaking to our removal company partners, that figure seems like a gross over-estimate. According to Neville – our experienced in-house surveyor – the cost of a survey in London averages more like £30 per survey. The average from our moving company partners doesn't go much higher – even those in sparsely-populated areas. But \$240? Seems a bit steep to us.

The point is, our technology is always built in line with feedback from our partners. We're constantly looking to improve. At present, our video survey tool also comes with an inventory tool, a pricing calculator, an online quote builder, and a platform companies can use to manage their leads all the way from initial contact



TruDocument – paper-free driver control

The latest innovative software feature to join TruTac's TruControl tachograph analysis product is TruDocument. This powerful feature provides an online document management and storage system.

This new feature within TruTac's proven TruControl system, TruDocument, cuts administration time, streamlines all current and historical driver records and is compatible with Working Time Directive procedures.

TruDocument allows transport managers to scan in and capture documents relating to the driver's working day. These may include digital tachograph print outs with hand written notes, driver debrief forms or other paper items which enable transport managers to enter, monitor and control all driver information and compliance documents in one secure digital portal.

At the touch of a button, managers can quickly add to and reference notes, till rolls, driver ID, vehicle registration numbers and attach documents where needed. Data retrieval and debriefing verification is instant and removes the worry of lost files and missing paperwork.

This module is available now to all customers, simply by clicking on the TruDocument icon within the online portal. The new system provides 1Mb of free data storage per driver – more data storage is available at a chargeable rate. To make the system easy to manage and document retrieval as simple as possible, there is a full filtering function.

● For more information e-mail: support@trutac.co.uk or call 024 7669 0000.

to conversion. All for free. Plus they get free set up and training.

For any technology to work, it needs to make life easier. That's what we aim to do – for moving companies and their customers. Not a bad deal for free, is it?

● To find out more about our new, free remote survey tool, visit www.buzzmovePRO.com.



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INNOVATION: NISSAN e-NV200 WORKSPACE



The world's first all-electric mobile office

Nissan has collaborated with UK-based design workshop Studio Hardie to transform its zero emission e-NV200 van into the world's first all-electric mobile office – the e-NV200 WORKSPACE.

INNOVATION: NISSAN e-NV200 WORKSPACE



potential of its electric van, it paints a picture of what desk-based employment could look like in the future as hot-desking and flexible working grows in popularity across the globe. Moreover, the one-off vehicle also provides an example of Nissan's Intelligent Mobility vision, and the company's view of how the relationship between vehicles and people are changing.

During 2015, the number of co-working and hot-desking spaces worldwide increased by 36% as small businesses and working professionals looked for increased mobility and a more cost-effective alternative to traditional city centre office space.

With electric vehicles costing as little as €0.03 per kilometre to run, the e-NV200 WORKSPACE offers a cost-effective desk space solution allowing users to work for free in some city centres that offer free EV charging bays, or escape the city altogether for the countryside or coastal fresh air.

Gareth Dunsmore, Director of Electric Vehicles, Nissan Europe said: "The Nissan e-NV200 is already a smart, sustainable transport solution for forward-thinking businesses, making it the ideal vehicle to be used as the basis for a mobile work place. The e-NV200 WORKSPACE takes the ingenuity of our 100% electric van a step further and by enlisting the design expertise of Studio Hardie - renowned for its creative eco approach - the e-NV200 has been reimaged as an innovative, zero-emission working environment."

"With property prices in our capital cities at such a premium and the modern professional needing to be ever more mobile, businesses will need to think smart and consider what the workplace of the future looks like," he added. "With hot-desking and remote working on the rise, it is not too big a leap to see a future where our vehicles will become connected, energy efficient, mobile workspaces and the e-NV200 WORKSPACE project could become more than just a concept."

The e-NV200 WORKSPACE can be rapid charged from empty to 80% power in just 30 minutes, and for those times

when you want to leave the office parked and charging up, there's an internal mount for a folding Brompton Bike, allowing users to make short trips around the city or complete the 'last mile' of any journey.

William Hardie, celebrated UK-based designer and founder of Studio Hardie, said: "We specialise in creating amazing spaces in unexpected places, but we've never done anything in an electric vehicle before."

"With property prices in our capital cities at such a premium and the modern professional needing to be ever more mobile, businesses will need to think smart and consider what the workplace of the future looks like ..."

Gareth Dunsmore

● The Nissan eV-N200's office-type features include an integrated fold-out desk, touchscreen computer, wireless Internet, mini fridge and barista-quality coffee machine.

"Given the van's green credentials we wanted to maximise the space with smart and considered features such as sustainably sourced materials and efficiently-powered technology. We believe the future of technology is a return to quality craftsmanship, so we've also looked to hone an environment that professionals will really enjoy working in. All the comfort and connectivity of a modern office, with a few surprising touches thrown in!"

The Nissan e-NV200 is part of Nissan's popular zero-emission range, combining the best elements of two multi-award winning vehicles – the Nissan Leaf and Nissan NV200. It provides a zero-emission light commercial vehicle solution, offering low vehicle running costs of €3.00 per 100 kilometers and a range of up to 170km on a single charge. This makes it the perfect transportation option for businesses both big and small, as not only does it contribute to reducing a company's carbon footprint, it is also practical, reliable and cost-effective.

Maybe this could be useful for managing those large office or commercial moving projects on-site.

This professional office environment on wheels features an integrated fold-out desk, touchscreen computer, wireless Internet, smartphone-controlled LED lights, wireless phone charging, Bluetooth® audio system, mini fridge and barista-quality coffee machine.

The e-NV200 WORKSPACE concept not only highlights the customisable

YOUR COMMENTS/NEWS: PEOPLE

YourComments

We asked you for your response to some of the stories we publish in *The Mover*. Here are some of your comments.

New self store for Pink & Jones

The Mover, December 2016, page 18

George Matts

Managing Director
Loc-Box Self Storage

I enjoyed reading your piece on Kettering Self Store in the December issue. One small correction - they are not the only self store offering genuine 24/7 access in the area. Our Loc-Box Self Storage Kettering site just a couple of hundred yards away also does.

Since we opened our Kettering

site in 2015 we have successfully managed to build up and retain a strong customer base. We expect our site to be running at capacity by spring 2017.

I am confident that there is enough room in the market for both ourselves and Kettering Self Store and we wish them all the best in their new venture.

Pickfords expands Business Solutions division

Pickfords has announced the expansion of its Business Solutions division with the appointment of two key personnel within London and the North of England.

Returning from a short period with Crown Records Management, Paul Bray returns to Pickfords as a key account manager in the north west of England. Prior to Crown, Paul spent over fifteen years with Pickfords in the commercial storage and moving division.

Paul Harrison has spent 20 years in the commercial removals industry, including time with Cadogan Tate, Crown, and Harrow Green, winning and managing major accounts in key sectors, including local government, higher education and professional services.

In their new roles, Paul and Paul will be furthering the growth of Pickfords' Business Solutions



Paul Harrison.



Paul Bray.

division by developing existing contracts and supporting new projects as part of a long-term strategy to expand into new markets and to continually improve the service Pickfords delivers to its clients.

"I am delighted to welcome these two seasoned professionals to our team," said Martin Budd, Head of Business Solutions at Pickfords.

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Laura May wins at EMMAs

Laura May Carmack, Quality Manager from AIREs, was awarded Global Mobility Professional of the Year by the Forum for Expatriate Management (FEM) at the EMEA EMMA Awards ceremony.

Laura May was recognised for her vast leadership experience within the relocation industry and at AIREs.

"All of us at AIREs are very proud of Laura May, who is the consummate professional," said AIREs' President, Jeff Wangler. "She is the perfect example of someone who got involved with relocation at a young age and has flourished, grown, and become one of the premiere executives, not only at AIREs but also in the relocation industry. We look forward to Laura May contributing to AIREs' future success as she continues to support the industry she loves."

Laura May has overseen the company's quality initiatives since 1994 and is a Certified Lead Auditor through the American Society of Quality (ASQ). "I am honoured to accept this award from the Forum for Expatriate Management," she



Laura May Carmack.

said. "FEM has created a powerful programme matching the list of candidates and the esteemed global mobility expert judges panel, who are top in class. To be among this group is a thrilling and humbling experience which I will cherish for the rest of my life."

The White & Co Mystery Mover

Congratulations to Andrew Rosemeyer, CEO Relocation Management Spain for being one of the many who recognised Janet Bowen from Crown in California last month. This month we return to the UK. Who are these two likely lads enjoying a glass or two? If you can name either of them you have a chance of winning the White and Company Red and Black watch. Answers please to editor@themover.co.uk.





● Alan Cartwright.

Alan Cartwright joins EMS

Alan Cartwright joined Elite Moving Systems (EMS) in London as managing director in October, after 14 years with Interdean/Santa Fe.

It was a move of just 300 yards on his daily commute, but very different in style and job function.

Ironically Alan had been given his break at Interdean by Ronan Woodhouse who worked there at the time and now runs EMS. Alan was first employed at Interdean as finance director, then Group CFO and finally Europe CFO and COO.

“It’s to their credit that some of the top organisations often give EMS their VIP moves when they do have a choice.”

Alan Cartwright

He is very excited to be joining EMS. He said that he had performed in some very senior roles in the past but he was looking forward to getting more closely involved with moving. “This is a chance to be managing director and probably help them a little more,” he said. “Ronan [Woodhouse] and Nick [Stevens, General Manager] are very operational whereas I have had broader experience in finance and accountancy, sales, process

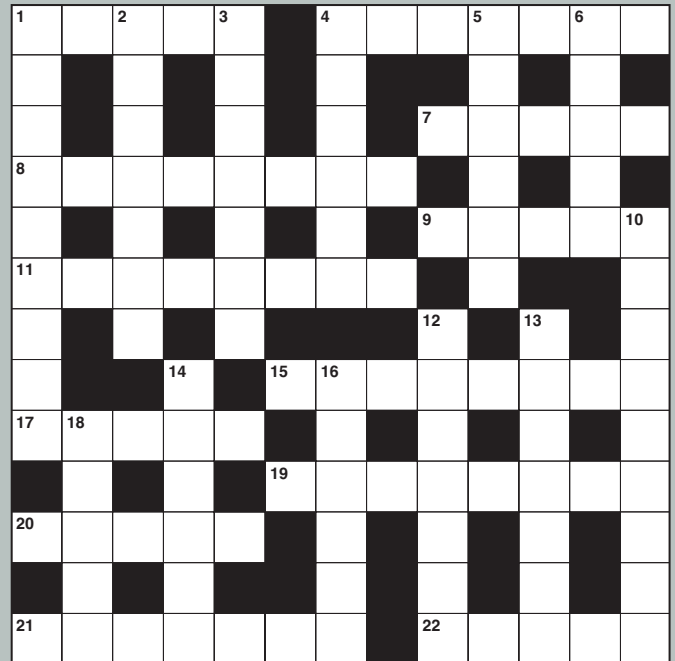
and systems. So I think I have skills that can complement theirs.”

Alan said that EMS is a fast-growing company that has focussed on servicing the relocation companies but he believes that there are plenty more opportunities to grow the business further. “For me it’s a chance to make a significant impact,” he said. “We want to focus on being attractive to European corporations, servicing the relocation companies, and developing our relationships with agents all over the world.”

He said that EMS provided outstanding service as demonstrated by the recent awards the company has won. “The company has really focussed on service quality. Lots of people talk about service quality but the staffing and the training that they do on communication with the transferee and the corporation is really at a very high level. It’s communication that makes the difference. When you have a high level of communication, if things start to go wrong you can nip them in the bud.” He said that EMS has extra administrators to help the teams when necessary and the ability to boost customer service personnel to handle small issues before they become problems. “It’s to their credit that some of the top organisations often give EMS their VIP moves when they do have a choice.”

* EMS recently won the Cartus Masters Cup as the RMC’s top moving supplier and the Brookfield Platinum Award for moving services.

Puzzles



ACROSS

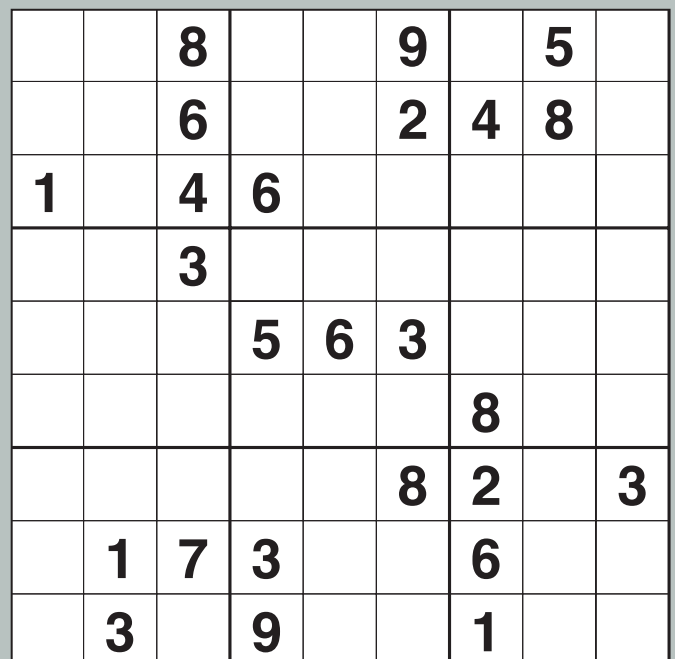
- 1 Irritable (5)
- 4 Bed covering (7)
- 7 Ben ____: Scottish mountain (5)
- 8 Speed up (8)
- 9 Transparent solid (5)
- 11 Eg rugby or tennis (4,4)
- 15 Bite (8)
- 17 Bandage that supports an arm (5)
- 19 Type of pasta (8)

- 20 Data entered into a system (5)
- 21 Comfort (7)
- 22 Cleans (5)

DOWN

- 1 Recalls (9)
- 2 Larval frog (7)
- 3 Golfing measure of distance (7)
- 4 Small chicken (6)
- 5 Sewing instrument (6)

- 6 Leaves (5)
- 10 How words are written on paper (9)
- 12 Moved away from the right course (7)
- 13 Exertions (7)
- 14 Muzzles (6)
- 16 Juicy citrus fruit (6)
- 18 Foreign language (slang) (5)



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FIDI General Assembly

8 March, 2017, Dubai, United Arab Emirates

OMNI Conference 2017

10 – 14 March, 2017, The Seychelles

LACMA Convention

23 – 26 April, 2017, Puerto Vallarta, Mexico

Britannia Conference

21 – 24 April, 2017, Sorrento, Italy

EuRA Conference

25 – 28 April, 2017, Warsaw, Poland

Young Movers Conference

11 – 13 May, 2017, Riga, Latvia

Self Storage Expo Asia

16 – 18 May, 2017, Hong Kong

BAR Conference

18 – 20 May, 2017, Cardiff, Wales, UK

MöLo International Trade Fair

14 – 16 September, 2017, Kassel, Germany

IAM 55th Annual Meeting

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

FEDESSA European Conference & Trade Show 2017

17 – 18 October, 2017, Berlin

The Movers & Storers Show 2017

8 – 9 November, 2017

Hanger '42, Bruntingthorpe Aerodrome, UK

Puzzle solutions

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E		A		A		A			E	X		
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3	2	8	4	1	9	7	5	6
9	5	6	7	3	2	4	8	1
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7	9	3	8	4	1	5	6	2
4	8	2	5	6	3	9	1	7
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6	4	9	1	5	8	2	7	3
8	1	7	3	2	4	6	9	5
2	3	5	9	7	6	1	4	8

Did you know?

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

The average person walks the equivalent of five times around the world in a lifetime.

In the USA, lorries are called trucks. This comes from the Greek word for wheel: trochos.

Casu Marzu is a cheese found in Sardinia that is purposely infested with maggots.

In 2013, Russian cosmonaut Pavel Vinogradov was the first person to pay his income taxes from space, using the Internet to connect with the portal operated by the Russian tax authorities. There is no escape from the taxman!

According to various international studies, people's most popular colour is blue (40%), followed by purple (14%). White, orange, and yellow are some of the least favourite colours.



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Tony Allen: And finally ...



A walk through time

So here we go again! What was once 'this year' can now be officially classed as 'last year'. Yet another epoch spent on life's roller coaster, and always an ideal moment to take stock - and always, I might add, a good opportunity to indulge in an appropriate cliché.

Firstly, I must say that, during the year, the writing of these articles has been great fun and I do appreciate the comments I get from readers, although some of them I find physically impossible to carry out. I find that an 'article' has almost become a unit of time and the requirement to produce one always seems to come around so very quickly. To me a year is twelve articles long.

Of course we cannot let the year go by without mentioning Donald Trump, who even gets a number of mentions in the song about Nellie the Elephant! I don't want to get involved in the feeding frenzy that seems to have grown around this hirsute personage who is soon to be inaugurated as US president, but it appeals to me that the word 'trump' in some English speaking communities actually means: breaking wind in a particularly loud way. We shall see; but I would add that I do still remember all of the fuss when Ronald Reagan was made president, and he didn't turn out too badly.

The other major (and momentous) event in our lives during the year was BREXIT. At this stage, who really knows where this will end? Somehow I am still largely optimistic (might as well be) and so far the effects have turned out to be more encouraging than I assumed.

One of the most profound statements ever made by the much quoted philosopher Nietzsche was that "all great thoughts are conceived by walking". Now as most of you who read this column are no doubt aware, walking is one of my hobbies. I don't just mean a stroll round to the shops, but something maybe more energetic than that, although not necessarily much more. I've done a lot of walking over the course of the year accompanied by my daughter's border collie, Zac. Some of my ideas for these articles have often materialised during this time, although it is putting these at too high a level to describe them as great thoughts.

So the world turns and life moves on and I hope that 2016 was a good year for you, and (if it applies) also for your business. The moving industry seems to be doing OK and I know that we have all sorts of rules and regulations to contend

with, but in reality it does have the appearance of a modern and dynamic business sector. I have not been directly involved for some ten years, but observing things from this perspective - you're looking good!

Whichever way you consider it, 'moving' is still a tough old industry. I'm not sure what the average return on capital is (does anybody?) but if you consider the number of coffee shops being opened in the average high street, and then when you look at the returns made, it makes you realise why. There's a fat profit in a skinny latte - although running a removal company can keep you awake just as effectively as drinking a cup of coffee.

"Are you aware that in many parts of the world - and still in some areas of the UK - the word 'remover' actually means undertaker?"

I suppose we always have a tendency to dramatize the present and to idealise the past, but I am reminded of the old (maybe apocryphal) Chinese curse, 'May you live in interesting times', which I suspect was written with a definite sense of irony; but it can also be taken literally. And whilst we are on the subject of aphorisms which can have a dual interpretation; I like the old Jewish one that says: 'May you get everything you deserve'. Lovely!

To continue this sinuous journey. Are you aware that in many parts of the world - and still in some areas of the UK - the word 'remover' actually means undertaker? This comes from the original English usage of the word and how this came about is perhaps obvious, but during the same time, an undertaker was somebody who undertook to obtain capital for a business venture. That's before we purloined the word 'entrepreneur' from the French, and just to square the circle; 'entrepreneur' was almost a direct translation of the original English word 'undertaker' (gulp). To summarise: in previous times a remover's warehouse would have been full of corpses - and that's probably not unlike the average removal warehouse on a Monday morning in present times!

Finally may I express the hope that 2017 has started well for you and that it continues in the same vein. Maybe I should apologise for the convoluted nature of this piece but I've just got back from walking the dog!



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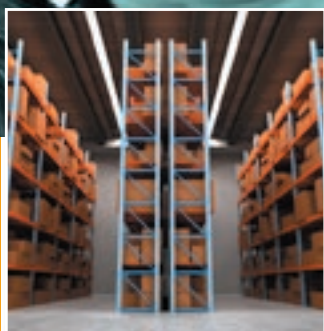


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