



Eight generations of De Haan
Page 8



Don't compete, collaborate
Page 20



Report: Movers and Storers Show
Page 28

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NICOLA'S BACK!

Nicola Mason returns to the moving industry. Page 24

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24 COVER STORY:

U-MOVE'S NEW RECRUIT

Deputy Editor David Jordan talks to the new general manager, Nicola Mason



4 LEADER: Thinking about little things

6 UK NEWS:
London house prices 14.5 times average earnings
RTITB in new *Logistics 100*

8 PROFILE:
OMNI member De Haan are one of a small number of companies that can boast eight generations of family ownership

10 PROFILE:
Deputy Editor David Jordan visited Mac's Truck Sales at its impressive new premises on the outskirts of Huddersfield



14 INTERNATIONAL NEWS:
Name change for AMJ Campbell
Container database updated

16 RELOCATION:
Lisa Johnson from Crown World Mobility tells how international assignments are being sold to young talent as 'adventure moves'

18 INTERNATIONAL NEWS:
First autonomous electric ship
New Indian logistics company started

20 INSIGHT:
Ray DaSilva from IAM's Mobility Exchange explains IAMX, a universal directory for the mobility industry

22 ON THE ROAD NEWS:
Driver CPC helps businesses to build

28 REPORT:
The Movers & Stores Show 2017 attracted over 750 visitors and was one of the best in its ten-year history



32 REPORT:
James Backhouse from Backhouse Jones Solicitors delivered an important talk on the introduction of General Data Protection Rules in the Seminar Theatre at The Movers & Stores Show in November



34 ON THE ROAD NEWS:
Direct Vision Standards consultation
FTA Driver of the Year
Clearer guidance for drivers on sleep apnoea
DKV and Freshmile team up
Planned lorry park scrapped
ULEZ to expand London-wide in 2021

38 INSIGHT:
Matt Rhodes from Quiss Technology explains why the Cyber Essentials certification is a good way for your company to show its commitment to data protection



40 PRODUCT NEWS:
Tesla announces electric HGV
Electric vans from Mercedes
New custom-design service from Sofrapack

42 PEOPLE NEWS:
CAM announces a new chairman and a new president, an obituary for Arthur Ziegler, Peter Sewell wins at the EMMAs and new appointments at Arpin and the UniGroup Board

44 MARKETPLACE

48 DIARY DATES

50 AND FINALLY...
Are we losing control?

Index of advertisers

Matthew James Global Relocations	2	Simpsons Removals & Storage Ltd	13	The Mover	23
Maxi Mover	3	EUROMOVERS	14	Maxi Mover	26
Mac's Truck Sales	5	Buzzmove	15	JC Payne	33
Edwards Trade Storage	7	MoverOne International	15	APT Training	34
Mr Box	7	Pac Global Insurance Brokerage, Inc	17	The Mover	37
Simpson Packaging	9	Mudinmar	19	Macmillan Cancer Support	41
Basil Fry & Co	9	MoveMan	23	White & Co	42
				Vancraft	51
				Anglo Pacific	52

LEADER

Thoughts about little things

Steve Jordan, Editor



The start of the new year has us all looking towards the future. Some might be contemplating a new venture, others might be planning retirement or wondering how to hold the business together for another year. But I started thinking at a much smaller level.

You see I recently heard a report by James Burke, the scientist and octogenarian broadcaster, about nano technology. That's technology using atomic-sized particles. Nano technology is not science fiction, it's current technology. Nano particles are used to create self-cleaning windows, clothes that don't need washing, cosmetics, new materials and all kinds of other intriguing things.

But James let his mind wander into a world where nano manufacturing was the norm not the exception. In theory, if it were ever possible to manipulate elements at the atomic level, it must be possible to make anything. What's more, the elements needed are all around us in the air, sea and ground – for nothing. Solar power too to provide the energy. If you put two atoms of hydrogen with one of oxygen you will end up with water. In the same way, if you put the right bits together at an elemental level, you could make a cheese sandwich, a table, a pint of beer or a pair of shoes.

To do this you'll need a nano factory which should be able to construct anything you want – including another nano factory. That done, it's easy to ship them anywhere in the world and make more nano factories (or maybe just beam them around). Just as we all have personal computers now, in the future perhaps we'll have little factories in our garden sheds to make stuff.

Sounds wonderful but, faced with the ability to make anything we like, from nothing, what do we all do? People become useless, money is irrelevant, unbridled abundance gives us everything for free and nobody has any purpose in life. At least there'll be no crime, as everyone will have everything anyway. But it will be the end of the moving industry, that's for sure.

But it is just fantasy isn't it? Well, no, not quite. The thing is, it's already been done. The technology is in its very early stages of development but the principles have been established and the process works. And we thought the Internet was a game-changer! The future will be stranger than we can ever imagine.

Steve Jordan



● Visitors from Mondial Movers at the show.

Dutch delegation visits The Movers & Storers Show

A delegation from Dutch moving company Mondial Movers paid a visit to The Movers & Storers Show in November to help keep abreast of the latest developments in the industry. As well as enjoying the impressive display of trucks, members of the group found the new technology for video surveys particularly interesting and also attended a number of presentations in the Seminar Theatre.

Mondial Movers has 27 family-owned branches in The Netherlands, some of which have been in business for over 100 years. The company carries out moves within The Netherlands as well as internationally.

Visit mondial-movers.nl.

Ekeri side-loader widens service scope for Alexanders Removals

Alexanders Removals and Storage has taken delivery of a side-opening 18-tonne vehicle from Finnish manufacturer Ab Ekeri Oy. According to Alexanders, the new truck will improve loading flexibility and speed up handling times.

The rigid-sided body comes with six doors, which open along the body length on the kerbside and are centrally locked for added security. For secure loading, there are lashing straps to the floor and on both walls. The Ekeri body allows access to any part of the load from the side or rear, which saves time and avoids having to manoeuvre items around one another or off-load through the rear.

The GRP-skinned body is also equipped with side and rear ramps for easy access. "We can load 20 pallets or five of our large storage boxes through the sides and rear," said Alexanders' General Manager David Ross. "As there are no posts in the way, we have

unrestricted access with a loading length of 8,150mm and a height of 2,740mm."

"We provide a comprehensive removals and storage service for domestic and commercial customers throughout the UK and abroad," added David. "Given the wide variety of items we carry, it's essential to have a vehicle which enables fast, secure and flexible loading. All in all the Ekeri body's combination of loading flexibility, high security and speedy handling widens the scope of the service we provide and goes a long way to making sure we can provide the very best service – whoever the customer, whatever the job."



● Alexanders' new Ekeri side-loader truck.



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NEWS: UK

NEW SCANIA FOR LEEDS' OLDEST REMOVALS FIRM

Britannia Turnbolls, Leeds' oldest removals company, has invested more than £100,000 in a new Scania P250 truck as it looks to start its 16th decade in style.

Fay Chapman, Office Manager for Britannia Turnbolls said, "The chassis was supplied by Scania, and the body was fitted by UVB (Unique Van Bodies), with whom we have a long-standing relationship. We chose the P250 because it's reliable, economical, Euro 6 standard – and we know our drivers like to be behind the wheel, because it's great to drive. It has additional seats, to allow three porters to accompany the driver, and there's a sleeper cab for two people if overnights are required – including a night heater to make it a more pleasant experience!"

Other benefits of the vehicle include ferry ties to the front and rear to enable removals to offshore islands, a tow bar and air ride suspension, meaning the vehicle can be lowered if necessary.

Turnbolls began trading in 1887 with a horse and cart and then steam powered vehicles, before the combustion engine had even been invented. The new Scania is the latest in over 200 trucks the company has owned, clocking-up a combined distance of more than 13 million miles.

Visit www.britannialeeds.com.



● Turnbolls' staff members Gary Collins (left) and Martin Gardner with the new Scania.

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● The average house price in London is now £496,000.

London house prices reach a record 14.5 times average earnings

The latest Hometrack UK Cities House Price Index has revealed that the gap between average earnings and house prices has reached an all-time high in London.

The price to earnings ratio in the capital is now 14.5 x average earnings which is 42% higher than the average for the last 15 years. Behind London, Cambridge (14.3), Oxford (12.6) and Bournemouth (10.1) have also recorded double digit price to earnings ratios, while strong house price inflation in Bristol has pushed its ratio to 9.7 x average earnings. In contrast there are three cities - Glasgow, Liverpool and Newcastle - where the current house price to earnings ratio is lower than the 15 year average. Notably, in most cities outside the south-east the difference between average earnings and house prices has remained largely unchanged over the past 15 years.

During that time there has been a wide variation in city level house price growth. For example, in London and Cambridge prices are 60% higher than in 2007 while in Glasgow and Liverpool they remain lower than a decade ago. In Leeds, Manchester and Birmingham the house price to earnings ratio is between 5%-13% higher than the 15-year average. Despite the recent increase in the base rate of interest, house prices in regional cities are likely to increase further, given their current affordability levels.

House price to earnings ratio, October 2017.

CITY	CURRENT PRICE	AVERAGE EARNINGS	CURRENT P/E RATIO	LONG RUN	RATIO RELATIVE TO LONG RUN
London	£496,000	£34,200	14.5	10.2	42%
Cambridge	£443,300	£31,000	14.3	10.1	42%
Oxford	£412,300	£32,900	12.6	10.7	17%
Bournemouth	£285,200	£28,200	10.1	9.1	12%
Bristol	£278,900	£29,000	9.6	7.5	29%
Portsmouth	£232,400	£28,000	8.3	7.0	18%
Southampton	£222,500	£28,200	7.9	6.8	16%
Edinburgh	£216,900	£30,400	7.1	6.6	8%
Cardiff	£198,700	£28,100	7.1	6.6	8%
Leicester	£165,700	£25,900	6.4	5.6	13%
Belfast	£129,900	£21,400	6.1	n/a	n/a
Aberdeen	£169,700	£28,400	6.0	5.6	7%
Leeds	£164,800	£28,000	5.9	5.6	5%
Manchester	£158,800	£27,100	5.9	5.2	13%
Birmingham	£155,600	£26,600	5.9	5.4	9%
Nottingham	£144,700	£27,200	5.3	4.9	8%
Sheffield	£137,300	£26,500	5.2	4.9	7%
Newcastle	£125,200	£26,700	4.7	5.0	-7%
Liverpool	£117,700	£26,400	4.5	4.7	-4%
Glasgow	£120,200	£30,500	3.9	4.1	-3%

RTITB in the new *Logistics 100*

Laura Nelson, Managing Director of RTITB (Road Transport Industry Training Board) has been recognised as a key industry influencer in *The Logistics 100*, the only representative of an accrediting body to receive this endorsement.

Laura has worked with the RTITB for over ten years and was appointed managing director in 2015. She has also studied business growth and development at Cranfield School of Management and her qualifications include a Certificate of Professional Competence in National Road Haulage and ISO 9001 Lead Auditor.

"It's an honour to be the only director of an accrediting body on the list," said Laura. "This shows just how dedicated RTITB is to promoting safety, and compliance, and to helping train, support and protect the future of this vitally important sector."



● Laura Nelson.

The Logistics 100 is an annual list of the UK logistics industry's most influential professionals. It is selected by a panel of industry experts and is based on factors such as delivering operational strength, driving change in the industry, positively influencing others and demonstrating visionary ideas for the sector.

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PROFILE: DE HAAN



De Haan: eight generations of family ownership

There are very few family owned companies anywhere in the world that have survived into their eighth generation, but OMNI member De Haan can proudly claim to be one of them.

It was way back in 1777 when Adriaan de Haan started his transport service using a barge, pulled by horses, between the towns of Alblasserdam and Rotterdam in The Netherlands. "In those days there were very few roads in Holland, but plenty of water," said De Haan's Sales and Marketing Manager, Leonard Gort. "Back then people made their own beer and Genever (Dutch Gin) and it produced a lot of waste material that required disposal. Adriaan built up a healthy trade collecting the used grain and hops and selling it to local farmers for cattle feed." Quite an entrepreneur!

During the 19th century the company extended its fleet of barges and operated a freight service between Dordrecht and the rapidly growing port of Rotterdam. In 1902 brothers Willem and Abram de Haan bought their first motorised barge, which was no doubt a major milestone in the company's development.

Another milestone was the purchase of the company's first truck in 1927 and its entry into the parcel delivery service, which it maintained for several years. It wasn't until after the Second World War that De Haans entered the removal business.

"Before the war people didn't move very often and when they did they tended to do it themselves, probably with a horse and cart," said Leonard. "After the war it was different. Families began to move to other parts of the country and many emigrated to counties such as the US, Australia, New Zealand and South Africa." De Haan's first removals truck was a 1940s Dodge, bought from the Canadian army. "All the trucks had been taken or destroyed by the Germans during the war, so people had to start again," said Leonard.

Today De Haan employs around 70 people and operates 15 trucks from its headquarters in Alblasserdam. "About

70% of our work is international with the rest made up of commercial, and a small number of domestic moves," said Leonard. "In this business trust is very important and I think our customers and partners are reassured when they see we've been around for 240 years. Locally we're very well known and often people say we moved their parents and even grandparents when we go to see them. We are very proud of our company and its long heritage, but we always strive to make improvements and make things even better for our customers and the De Haans that will follow."



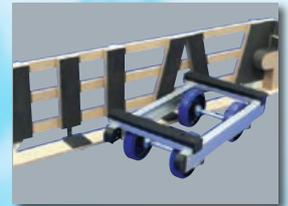
● Top: Wim de Haan with grandson Oliver; inset: Martin and Aad de Haan, Wim's brothers, with the 1940s Dodge; above, left to right: Mieke de Haan, Wilco de Haan, Riet de Haan, Michiel de Haan and Wim de Haan.

"In this business trust is very important and I think our customers and partners are reassured when they see we've been around for 240 years."

Leonard Gort



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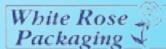
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PROFILE: MAC'S TRUCK SALES



MAC'S TRUCK SALES THE ROAD TO SUCCESS

Last August Mac's Truck Sales moved to its smart new factory on the outskirts of Huddersfield. Deputy Editor David Jordan took a trip to Yorkshire to meet its founder Alex McDade to find out how the business grew from a one-man operation to become one of the largest suppliers of used removals trucks in the UK.

Mac's Truck Sales' new purpose-built site is so new its postcode doesn't even exist, according to my satnav. The shiny new four-million-pound factory, built on a green-field site just off the M62, was completed in August, so when I visited in October the paint was barely dry. As I walked towards the main entrance the glass doors glided apart automatically - a pleasant change from the usual squawk-box routine that greets visitors to most businesses these days.

I was met in reception by Business Development Manager, Alexandra Hepworth and taken to the boardroom to meet the McDade family: Alex, the company's founder, son Adrian, daughter Joanne and son-in-law Martin McDade-Smith, who all work in the business. Over a welcome mug of coffee, Alex told me his story.

"My father ran a removals business in Walton on Thames in the 1950s; that was where I first became involved in the moving industry." Life in those pre-Ofsted

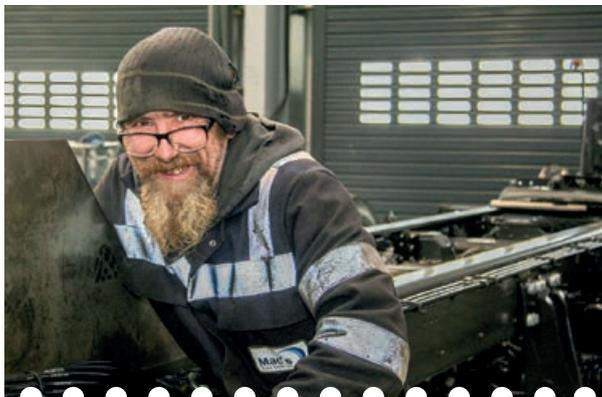
days was very different from today, as Alex explained. "If one of the porters didn't show up Dad would take me off school to help on the vans. At the end of the day I was always the last one to leave because I also had to fold all the blankets and wash the vans before I went home!"

Despite his early introduction to the removals industry Alex had no interest in making it his career. "I was always interested in cars, so when I left school I got a job in a garage as an apprentice mechanic," said Alex. "One of our

PROFILE: MAC'S TRUCK SALES



● Alex McDade; left: Martin McDade-Smith; right: the workshop; below: experienced fitters at work.



“At the end of the day I was always the last one to leave because I also had to fold all the blankets and wash the vans before I went home!”

Alex McDade

customers was comedian Tommy Trinder, I remember him bringing in his Rolls Royce and giving me a £1 tip; about half a week's wages for a young apprentice in those days.”

“Later I moved on to selling cars, but I wasn't very good at it, I was too young I think,” said Alex. “I really wanted to start my own business, but I didn't fancy the removals trade and decided to get into general transport instead.”

Even though modestly claiming he was not very good at sales, Alex did manage

to buy himself some very nice toys, including an E-Type Jaguar and a Rolleiflex camera! “I sold the Jag and the camera and bought my first Bedford truck. That was how I started my first business, Mac's Transport,” said Alex.

During the next few years Alex built up a healthy trade hauling freight between the north of England and London and eventually established branches in Leeds and Warrington. “After a while I began selling trucks on, and quickly realised I

continues over

PROFILE: MAC'S TRUCK SALES

● The new premises; below: a Mac's fitter, Martin McDade-Smith and some of the vehicles currently for sale.



continues from previous page

could make more money selling them than using them myself. I rented a place not far from Tower Bridge from the local council and hired a chap we called 'Old Boy Cyril' to sell trucks in London. He was selling them as quickly as we could get them down there."

Back in the early seventies removal vans were particularly hard to come by, so Alex started buying box vans and converting them into proper removal trucks, remembering the things he had learnt when he was in the trade. "It was a busy time. After the mechanics had gone home I was often working until eight or nine o'clock at night welding and cutting timber to get an order out on time," said Alex.

In those early days Mac's Truck Sales Ltd – as the business was now called – only built removal vans, mainly because they were in short supply and there was a ready market. Since then the company has diversified into other sectors, but the principal of concentrating on vehicles that

are difficult to source, such as mobile cranes and tippers, remains Mac's USP. The factory now produces around 900 vehicles a year.

"If we don't have what someone is looking for we'll do our best to find it. If not, we'll build a truck to order especially for them."

Martin McDade-Smith

Notwithstanding Mac's diversification, the removals trade remains a major part of the business and the company claims to have the largest selection of used removals vans over 7.5 tonnes in the country. "If we don't have what someone is looking for we'll do our best to find it," said Martin

McDade-Smith. "If not, we'll build a truck to order especially for them. We can sometimes use the chassis from their old vehicle; it all depends on what the customer wants."

I was keen to see the new factory and as Martin showed me round the main production area fitters were busy preparing chassis ready for their new bodies and a new lease of life. "The new building has given us much more space than we had in the old factory and means that we don't have to keep moving things around to get the vehicles in and out. It makes us a lot more efficient and it's a nicer environment to work in," said Martin.

Anyone visiting Mac's Truck Sales will be impressed by its modern new home. While many businesses are nervous about investment in these uncertain pre-Brexit times, the McDades have demonstrated their optimism about the future and confidence in the continued success of their company's products.

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NEWS: INTERNATIONAL



● Paramount Transportation Systems - Canada staff display the new logo.



● From left: Terri Masters, Ole Jensen, Janet Anderson.

Business as usual

Canadian corporation, AMJ Campbell Inc., announced that it would not be renewing its licensing agreement with the international franchisee doing business under the name '1776963 Ontario Inc.' with effect from December 31, 2017.

Ole Jensen has renamed his company, 1776963 Ontario Inc., Paramount Transportation Systems - Canada. Its employees and ownership remain unchanged. The parallel to Mike Keller's US firm, PTS is not a coincidence. PTS continues to expand its global footprint and has been a partner with Ole in the company for the past five years. "The re-branding to include Paramount in the name seemed natural," said Ole.

"It's about having the resources and staying ahead of the curve."
Terri Masters

Ole's business is well-established within Canada and outside of it thanks to a dedicated sales team and very little turnover in its operations and coordination staff. "Our people and core fundamentals have not

changed," he explained. "In fact, we see a huge opportunity to attract new business, particularly in the cross-border (Canada/US) market which has previously been somewhat restricted to us."

Many movers around the world who compete with the vanline system of blanket-wrapping and co-loading know very well that the international model offers superior wrapping techniques and faster transit time. "Control over the delivery timing creates peace of

mind and saves money," said Terri Masters, Senior VP of Sales and one of Canada's most successful international moving executives. Her 30-year collaboration with Ole Jensen has netted an enviable and stable roster of corporate clients. "Every day, the challenge for all of us, is to translate what the clients need into reality," she said. "It's about having the resources and staying ahead of the curve."

Janet Anderson is almost as famous as Ole around the world, providing rate responses and auditing files. Her eagle eye misses little and together, the Anderson-Masters-Jensen trio remain committed to providing competitive and their usual high-quality service all across Canada.

Ole said that PTS-Canada is well equipped to handle all moves to/from any location in Canada. "At the heart of our operation is quality and here, FAIM provides the enduring backdrop. Our new name, PTS-Canada, does not change anything with our FAIM accreditation. It remains intact and without interruption. Our last audit was a year ago in November 2016 and we had zero non-compliance issues. It's a testament to what we stand for, and for what we continue to embrace as we move into this new and exciting chapter."

Please contact Ole at ole.jensen@pts-moves.com for further information if required.

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● Two leading global carriers are already using the database's new functions.

New BoxTech container database upgraded

BoxTech, the database of technical details for containers, has introduced a number of new functions which will help shippers save time, and enable equipment owners to register container sales and flag units with exception alerts.

Two of the top three global carriers are already using the new features. The fast-growing database, which is provided by the Bureau International des Containers (BIC) and already includes the technical characteristics of more than 30% of the global container fleet, is continually evolving to meet the needs of the shipping industry.

One new function allows owners to indicate in the BoxTech database when containers have been sold.

One new function allows owners to indicate in the BoxTech database when containers have been sold. This will alert anybody, or any system, searching for a container which has been sold that it is no longer part of that company's fleet. This will help prevent improperly-marked containers from circulating with the markings of their previous owner, improving safety, reducing risk and helping to encourage the proper neutralisation of sold containers.

This functionality is already being used by leading ocean carriers CMA-CGM and Maersk Line, both of which have uploaded their entire global container fleets to the database and are now flagging units whenever they are sold.

Douglas Owen, Secretary General of the BIC said, "CMA-CGM was an early adopter of BoxTech and Maersk one of our more recent, but both clearly understand the value of a central, non-profit information source and both have provided leadership to the industry. Both have provided input that has been instrumental in developing new ideas and updates for BoxTech, in particular the new container sales function."

Recovery alerts

Another new feature, the new BoxTech Recovery Alerts system, enables container owners to create alert lists to flag specific units in case of bankruptcies and other recovery situations, such as lost or stolen units. It can also inform users whenever a special status exists for a given unit. This new feature is also of particular use to container leasing companies needing to recover units, as well as the shippers, terminals, ports, and rail and motor carriers within the 1,100 strong BoxTech user base.

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RELOCATION: GAP-YEAR MANAGERS

Gap-year managers

The number of gap-year managers is on the rise with international assignments being turned into 'adventure moves' to attract young talent. Lisa Johnson, Global Practice Leader (Consulting Services) from Crown World Mobility tells the story.

The era of the backpack manager is on its way according to global mobility experts as corporations turn international assignments into 'adventure moves'. Spending six months or a year abroad used to be the preserve of middle aged business managers, who were often handed lucrative incentive packages to spend time away from home. Now, however, in a more globally-connected world and with young people more used to travelling, things are changing.

Businesses are turning old-school international assignments into something more resembling a gap year in a bid to attract young talent and reduce costs ...

Businesses are turning old-school international assignments into something more resembling a gap year in a bid to attract young talent and reduce costs: there's a real change in the air. All the evidence is that many younger employees see travelling abroad as a blessing, not a curse, and international assignments are increasingly in demand.

As a result of this, lower cost alternatives to the traditional long-term assignment are becoming more and more common.

Branding the assignments as 'adventure moves' or 'backpack moves' gives assignees a clear indication of what they're embarking on. Some businesses are already tweaking incentive packages to make moves more attractive to younger assignees.

One way of making the younger employee feel valued, even on a low-cost move, is to provide extras that, whilst cheap for the company, feel like a real bonus to the employee. This could be as simple as language lessons, cultural training, flying in a friend to visit, or even just an organised trip to local landmarks. These extras make the employee feel valued, but crucially don't cost businesses too much money.

Younger assignees are looking for something fun and exciting and don't necessarily expect the luxury which their predecessors took for granted. In fact, the challenge for businesses in future years may not be how to persuade young talent to work abroad but how to ensure they don't do too much for themselves. Businesses are finding that young assignees are quite happy to organise much of their trip themselves – they are very used to travelling abroad and using low-cost tools such as Airbnb.

According to recent research, millennials are very open to a move abroad. In fact, it is estimated that more than 80% are willing to relocate as long as they think the position is worth the move. A separate

study found 71% say they want, and expect, an overseas assignment during their career.

Turning that move into a backpack adventure can be good for everyone involved. However, an employer still has a duty of care to protect and look after staff during that time abroad. Young assignees may not realise how important cultural training is to adjusting professionally and socially in a new environment and they may not be prepared for all the challenges they face. Working abroad is very different from going on holiday and they will still need significant support.



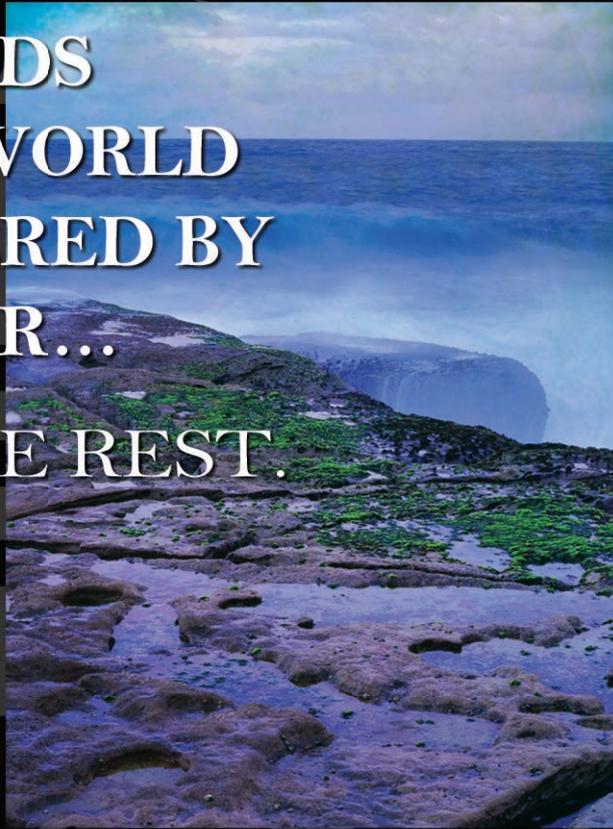
Lisa Johnson

Lisa is Global Practice Leader, Consulting Services, at Crown World Mobility, a global company which helps corporations manage global talent. She has more than 20 years of experience in the industry and has been with Crown since 2012. Visit www.crownworldmobility.com.

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NEWS: INTERNATIONAL



● A six-metre-long, 2.4-tonne model of Yara Birkeland on test at SINTEF Ocean's 80-metre test tank facility in Trondheim, Norway.

Norway. The Yara Birkeland will be a 120TEU, open top container ship, battery powered and prepared for autonomous and unmanned operation.

Yara Birkeland will initially operate as a manned vessel, moving to remote operation in 2019. It is expected to be capable of performing fully autonomous operations from 2020. The new zero-emission vessel will be a game-changer for global maritime transport.

Kongsberg was responsible for development and delivery of all key enabling technologies on Yara Birkeland including the sensors and integration required for remote and autonomous operations, in addition to the electric drive, battery and propulsion control systems.

Geir Håøy, President and CEO of Kongsberg said, "By moving container transport from land to sea, Yara Birkeland is the start of a major contribution to fulfilling national and international environmental impact goals. The new concept is also a giant step forward towards increased seaborne transportation in general."

World's first autonomous electric ship

The world's first autonomous electric container ship, Yara Birkeland is due to begin operating in the latter half of 2018 according to its Norwegian builders Kongsberg.

The ship was commissioned by fertiliser manufacturer Yara and was named after the company's founder, the famous scientist and innovator Kristian Birkeland. The new vessel will reduce NO_x and CO₂

emissions and improve road safety by removing up to 40,000 truck journeys in populated urban areas when it begins shipping products from Yara's production plant in Porsgrunn, to Brevik and Larvik in

Arpin International Group helps Puerto Rico hurricane recovery

Arpin International Group has transported three 40-foot shipping containers filled with emergency supplies, food and bottled water to Puerto Rico to aid recovery efforts in the wake of hurricane Maria.

Sylk Negron of Sylk Marti Studios - an Arpin International Group client - grew up in Puerto Rico and along with her friend, Ivy Linares, led the call for donations and a grassroots effort to provide much needed relief to the island.

"On 20 September, Category 5 hurricane Maria left 95% of the island without electricity, gas or water, affecting 3.5 million people," said Sylk. "My friend, Ivy Linares of Parties and Balloons E, contacted me and asked me if I would join her in a relief effort for our friends and families in Puerto Rico. What started as a small effort with the two of us asking our friends to help send food, water and first aid, ended up becoming a massive collaboration involving many supporters. We were able to get assistance from several companies, including Arpin, that gracefully donated a container for the goods collected. Another organisation named Puerto Rico Rising Chicago, led by Julian Seda, joined us and helped us by donating two containers filled with goods. Supplies will

be distributed throughout six municipalities: Bayamon, Caguas, Utuado, San Lorenzo, Yabucoa and Aguadilla. We hope Puerto Rico rises again - together we stand strong."

Arpin Group donated one 40 foot shipping container and coordinated the shipping effort to transport three of the four total containers to Puerto Rico on behalf of Sylk and her team. Both Arpin and Glen Ellyn Mayflower had volunteers on site to help package and load the supplies. The supplies were scheduled to arrive on 9 November.

Bridget Ritchie, Vice President of Global Business Development at Arpin Group, provided on-the-ground coordination of the packing and shipping on behalf of the company.

"Having the honour and privilege of being involved with this has been truly heart-warming," said Bridget. "Seeing the dedication of Sylk, Ivy, Julian and the many people involved was inspiring. It will take a long time for Puerto Rico to rebuild, so having basic needs will help them survive these initial weeks and



● Left to right: Sylk Negron, Bridget Ritchie, Richard Negron.

months to get to the point where they can rebuild. I'm so happy Arpin and Arpin Strong were afforded this hands-on opportunity to help. We thank our partner, Chris Grigsby and the team at Glen Ellyn Mayflower for the amazing job they did in assisting us with this effort."



● Left to right: Hari Sarma, Chief Technology Officer; Sanjai Kumar, Chief Marketing Officer; Roopa Venkat, Chief Financial Officer; Ajit Venkatesh, Chief Executive Officer.

New efficiency for the Indian logistics sector

Ajit Venkatesh from Globe Moving in Bangalore, India has started a new company: Mera Transport Exchange Pvt. Ltd.

The company aims to bring organisation through technology to the Indian transport sector that is notoriously unorganised.

The company is split into two divisions: one which handles intercity transportation (full truck load only) for corporate customers for moving their finished goods from their factories to their distributors; the other develops software and apps for the transport industry. "We develop apps for all the stake holders in the transportation industry such as drivers and vendors; rates are taken using apps, the orders are fulfilled using apps," Ajit explained. "The orders are managed using the Order Management Software, etc. Once we have enough data, we will use the data for analytics and prediction. This will bring with it greater efficiency, cost reduction and better utilisation of vehicles. We are also working on systems for the moving industry."

The company was the brainchild of Ajit and his business partner at Globe, Roopa Venkat. "We were debating this idea for some time and exploring the potential of the business," explained Ajit. "The scale, potential and efficiency that could be reached with app technology was trigger enough. That was around the same time Sanjai (Sanjai Kumar) and Hari

Sharma were also looking at entrepreneurship. They liked the idea and we decided to start Mera Transport."

"The scale, potential and efficiency that could be reached with app technology was trigger enough ... we decided to start Mera Transport."

Ajit Venkatesh

The team had realised that timely delivery, efficiency and transparency were very important. The Mera Transport platform connects all stakeholders in the trucking business on both demand and supply sides.

The response from users has been positive and encouraging," said Roopa. "Seeing the acceptance and ease with which truckers, drivers and brokers were adapting technology has reinforced our belief that the otherwise disorganised market is ready for tech intervention."

Visit www.meratrtransport.com

Rupert Guiel: the youngest runner in the NY Marathon

Bishop's Move General Manager David Guiel's 18-year-old son Rupert, was officially named the youngest competitor in the 2017 New York Marathon. This was Rupert's very first marathon, making it an extra special occasion for him and his family as he completed the race alongside his father a day after his 18th birthday. Rupert is not the youngest person ever to compete in the New York Marathon however. Before the 1988 ruling requiring runners to be 18 or over to compete, an eight-year-old from Columbia completed the 1977 race in just over three hours!

Rupert said, "It's definitely an experience I'll never forget being part of and something I'm really proud to say I have done. A marathon is always something I've wanted to do, so I looked in advance what races were nearest to my birthday. As it turned out, New York fell on the weekend of my birthday and it just went from there."

For David, it was the 13th marathon of his career whilst helping raise thousands of pounds for Guys and St Thomas' Hospital, Westminster, London. David

recently took part in the Barcelona Marathon for his 50th birthday and was pleased to mark another special occasion in the family by tackling another 26.2-mile course.

David said, "To say I'm proud is something of an understatement. This was an occasion our family will never forget. For Rupert, an 18 year old from the small town of Arundel, West Sussex, to be the youngest competitor in the world-famous run of the New York Marathon really is quite something. It's an achievement that will never be taken away from him."



● Rupert crossing the finishing line.



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DON'T COMPETE, COLLABORATE



Ray DaSilva from IAM's Mobility Exchange explains IAMX, a universal directory for the mobility industry.

The International Association of Movers (IAM) has partnered with Mobility Exchange to create IAMX, the universal service provider directory for the moving, relocation and mobility services industries. Any organisation, even an industry association, seeks to guard its competitive advantage and its unique capabilities to serve its members. In allowing non-IAM member companies to be listed in its directory, IAM has decided to recognise and favour cooperation and collaborative leverage.

Collaboration is not a new concept in our industry. Just look at the very long list of industry associations at state, regional, national and international levels. We even have some associations of industry associations. Why? Because we recognise the advantages of collaborating to create shared resources and services which

benefit the respective association members. Ongoing discussions between industry associations are a hopeful sign. Unfortunately, these discussions, at some point, reach a common roadblock which stops progress in its tracks: competitive advantage.

This concern is a very human and understandable reaction. 'If I share this resource, my competitor will also have this advantage. Do I risk losing my customer?' When that question rears its ugly head, the bright vision of possibilities turns dark and the discussions stop. I understand this guarded hesitation but at the same time believe that there is a strong case for reconsidering the potential benefits of collaboration.

The case for an urgent reassessment of collaboration between associations relates to our current business environment:

- Relentless hyper competitiveness –

do it better and do it for less or get out of the way.

- Ever accelerating pace of change – longing for the past and appreciating a personal, handcrafted service will always have its place but for most of us we are competing with 'Do it better, do it for less and do it now.'

- Survival goes to the fittest – the days of comfortable margins may be over. We slice to the bone and we take some margin points back by continuously improving our quality and efficiency.

- The market is not expanding dynamically – moving, relocation and mobility services are mature or maturing industries undergoing transformation. Success belongs to those that can innovate, reinvent and diversify based on current trends. There are opportunities.

I suggest we must focus our attentions with laser-like precision on the areas that will positively differentiate our product or service. We must look for ways to collaborate with our colleagues, through our associations and even with our competitors on non-core, common industry resources that will allow us to become more efficient, improve quality and maintain our focus on our true differentiations. Nothing new here

We must look for ways to collaborate with our colleagues, through our associations and even with our competitors on non-core, common industry resources ...



either, we just need to understand and accelerate the pace to keep up.

IAMX is an effort to create the universal directory of service providers for the moving, relocation and mobility services industries. Most associations have an online directory but the IAM has taken a bold step in allowing non-IAM member companies to also be listed. The directory is also collecting and curating directory content for industry partners like furniture repair, appraisers, restoration specialists, and a host of companies that specialise in destination services related to relocation.

IAMX is a directory for professionals that engage in the moving, relocation and mobility services industries. It is not a consumer-oriented site. It features powerful geo-location search facilities as well as comprehensive filtering capabilities. If you want to find a service provider in Beijing, China that has ISO 14000 certification, English speaking staff and offers an Area Orientation service – you can filter your search right down to the exact service providers that match. It collects all this information in one place.

How can you trust the information that service providers list in a directory? IAMX relies on publicly available information (company websites, association directory

listings, etc.) but it also has a voluntary Validation Program. Companies that wish to upload scanned documentation to validate their years in service, membership, compliance and quality certification qualifications can do so. This documentation is reviewed, expiration dates are recorded and each approved qualification is marked with a current green tick mark. If the qualification expires, it changes colour.

IAMX Validation does not purport to be a quality certification. It is a very simple system which just seeks to validate certain qualification claims made by service providers. But sometimes the simplest solutions are the most elegant.

Where does the collaboration come in? Each company that uses an automated operational system and each association that publishes a directory uses a database of partners. The purpose of the database

information is to identify the partner's: company name, address, contact details, staff details, and so on. If someone changes their phone number, for example, associations could collaborate by sharing this information as a common resource. What collaborative tools could we build together to enhance efficiency on top of this infrastructure?

Here's the good news. The discussions have already started and there is great enthusiasm for the concept. There are many bright visions of the possibilities if we collaborate. As we know from experience, the dark clouds of competitive advantage will soon emerge. It will take leadership and determination for the industry to join this collaborative effort that the IAM has started to favour the benefits of collaboration over the fear of taking the risk of losing competitive advantage.

I am very hopeful.

Here's the good news. The discussions have already started and there is great enthusiasm for the concept. There are many bright visions of the possibilities if we collaborate.

NEWS: ON THE ROAD



● Some employers treat Driver CPC Training simply as a tick box exercise.

Driver CPC training can help achieve business objectives

The Road Transport Industry Training Board (RTITB) is encouraging employers to rethink their approach to Driver CPC Periodic Training to help achieve their business objectives.

As Driver CPC Training is a legal requirement, some employers treat it simply as a tick box exercise - something that their drivers must do. However, according to RTITB, the largest Master Driver CPC Consortium in the UK, it can be so much more than that. Drivers must complete 35 hours of training during a five-year cycle, but with proper planning employers can use this to their business advantage, while also improving safety and professional driving standards.

Here are three examples of how CPC Periodic Training can assist employers in meeting specific business objectives.

Increasing fuel efficiency

Many businesses are tasked with increasing fuel efficiency and decreasing fuel costs. Although the choice of vehicle is key in increasing

fuel efficiency, driver behaviour also plays a big part. By using the hours allocated to Driver CPC to deliver a Safe and Fuel-Efficient Driving course, drivers can not only benefit from the continued professional development that Driver CPC offers, but also learn the specific skills to be more fuel efficient.

After implementing this training, one RTITB Driver CPC Consortium member was able to meet their fuel efficiency goals, increasing their average MPG from one depot by 0.9mpg. The company is set to extend this to 2.5mpg in the near future, which will deliver around £60,000 savings.

Improved roadside safety

Maintaining safety is often a core business objective for logistics and haulage businesses. However, the time taken to deliver comprehensive first-aid training to a large workforce

Drivers must complete 35 hours of training during a five-year cycle, but with proper planning employers can use this to their business advantage ...

can be challenging for employers in terms of both money and time.

To overcome this while meeting a company-wide health and safety initiative, one RTITB Driver CPC Consortium member implemented an existing JAUPT approved roadside incident management training course. This covers the essential knowledge needed by

drivers to reduce roadside risk and has been incorporated into Driver CPC training hours to ensure all drivers are trained by the end of the year.

Reduced damage

Reducing product wastage and damage is an important objective for many businesses looking to control costs. Including a Load Safety module within Driver CPC training can help to meet this objective by educating drivers on correctly handling loads, and providing an understanding of how to appropriately secure different load types. Manual Handling training can also be included in Driver CPC to help reduce wastage and damage. Contrary to popular belief, this training can cover more than just preventing personal injury. In fact, correct manual handling can reduce product damage, therefore minimising associated costs.

By selecting the right Driver CPC training modules, vehicles and equipment can also benefit from less damage. A safe and economic driving module helps to prevent accidents and undue vehicle wear and tear, while a general Health and Safety module can cover the skills and techniques that save businesses thousands of pounds in vehicle and site damage.

Employers that join the RTITB Master Driver CPC Consortium have access to the extensive library of Driver CPC training modules, which can be chosen to suit an employer's business objectives. RTITB can also create bespoke course content to meet the specific needs of businesses and drivers and incorporate the company values alongside RTITB's high standards.

To help achieve maximum driver engagement, RTITB's innovative Driver CPC Periodic Training modules can be delivered through quizzes, case studies, workshops, games and discussions, all in manageable 35-minute topics.

Visit www.rtitb.co.uk/cpc-17.

Early benefits for Earned Recognition operators

From 31 January, 2018 the DVSA (the UK's Driver and Vehicle Standards Agency) examiners will no longer routinely stop vehicles of operators taking part in the Earned Recognition pilot - saving the operators time and money. DVSA examiners will also be less likely to visit their sites.

At the same time, DVSA will publish a list of operators taking part in the Earned Recognition pilot on GOV.UK to recognise their commitment to meeting driver and vehicle standards.

UK fleet operators can still apply to join the pilot at www.gov.uk/guidance. Applications must be received by 28 February, 2018.



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Nicola's back!

David Jordan interviews Nicola Mason as she returns to the moving industry as general manager for U-Move Group.

Visitors to The Movers & Storers Show last November may have noticed a new face on the U-Move Group's stand – Nicola Mason, who has recently been appointed general manager. I'd met Nicola while reporting on the U-Move Group meeting the previous month and we'd arranged to meet for a chat at the show.

Many readers will know Nicola from her days at TMI, the former training body of BAR, where she was chairman in the early noughties: the first woman to hold this prestigious office.

Nicola, a former home economics teacher at Malton School – a specialist science school in North Yorkshire where celebrity chef James Martin first cut his culinary teeth - began her career in the moving industry in 1996 when she joined her father, Robin Mason, at his company Selles Removals & Storage, later Selles of Hull.

I asked Nicola why someone with a promising career in teaching wanted to join the moving industry. "I'd become frustrated with the way my subject was being taught," said Nicola. "When I started it was all about teaching the children to cook, and they really enjoyed it. It used to be called Home Economics, but that changed to Food Technology, and later became part of Design Technology; hardly any time was spent actually preparing food. I hated it, so after five years as a teacher I decided to move on."

"My dad was not particularly encouraging about me joining the company at first, due to me leaving a well-paid Head of Department post, but I managed to persuade him. I'd been involved in the business most of my life and spent time at Selles during my school holidays when I was younger. I left the teaching job in the July and went to Canada to get some work experience with a couple of removals companies over there. When I came back I spent time out on the vans and going out with the estimator before taking up my role as European co-ordinator at Selles."

During the next few years Nicola attended a number of BAR training courses and, partly because of her teaching background, was invited to join the TMI Council, becoming chairman in 2003.



● Nicola with her colleagues from U-Move Group at The Movers & Storers Show.

"I'd been away from the industry for nearly ten years and to be honest I did miss it. I agreed to meet Andy and Mark a couple of weeks later to discuss things, and here I am!"

Nicola Mason

In 2004 Nicola organised a TMI study tour to South Africa and it was here she worked closely with Andy Pearson and Mark Ratcliffe, who subsequently founded the U-Move Group in 2016.

Nicola left the moving industry in 2008, shortly before the second of her three

children was born, and spent the next nine years working as a full-time mum.

"Last September, out of the blue I had a call from Andy," said Nicola. "He asked me if I'd be interested in joining them to help promote and develop the U-Move Group. I'd been away from the industry for nearly ten years and to be honest I did miss it. I agreed to meet Andy and Mark a couple of weeks later to discuss things, and here I am!"

The U-Move Group comprises five separate businesses, but Nicola will be concentrating on developing the Group's UK Moving Group and the MGI: the training arm of the organisation.

"I'm looking forward to being back in the moving business and helping Andy and Mark grow their new organisation," said Nicola. "It will also be nice to meet some of my old friends in the industry and to help U-Move Group UK and MGI members get the most from their membership."

INTERVIEW: NICOLA MASON



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REPORT: THE MOVERS & STORERS SHOW 2017



The Movers & Storers Show 2017

A SUCCESSFUL TWO DAYS

More than 750 people from the UK and overseas visited The Movers & Storers Show last November, helping to make it one of the best shows in the event's ten-year history.

Once again, Bruntingthorpe's Hanger 42 in rural Leicestershire was the venue, presenting a challenge for non-map-reading millennials and others relying on their satnavs to find their way to the former WWII RAF base. Once inside, visitors had the opportunity to explore over 50 stands and catch up on the latest developments in the moving industry, ranging from high-tech apps for remote surveys and estimating, to more traditional products such as packaging and, of course, trucks.

There was plenty of light relief too with the return of the strongman competition to find Britain's strongest mover, as well as the ever-popular Packer of the Year contest. Curtis Walker from Britannia Thomas lifted the top prize in the strongman event with comparative veteran Andy Shotbolt from Britannia Reeves taking a valiant second place, narrowly ahead of Florin Baiciuc from DBM Express, who took third.

For slightly less energetic visitors, several exhibitors held raffles and competitions, so everyone had a chance to be a winner.

Ten teams took part in the Packer of the Year contest with the MGR team taking the title for the fourth year running with a time of 8.42 and only one item remaining. The Removals Company team came second with the Gentle Giants in third. The contest was generously sponsored by Britannia Movers with prizes presented by its managing director, Mark Tresler.



For slightly less energetic visitors, several exhibitors held raffles and competitions, so everyone had a chance to be a winner. Insurance broker Pound Gates gave away a BOSE speaker system to its lucky key competition winner Peter Gillette, while Irish moving specialist Careline presented a hamper full of Irish treats to Andrew Gent, the winner of its business card prize draw. Edwards Trade Storage's business card draw was won by Luke Majewski who received a £100 Amazon voucher while Dan Booth won a branded furniture skate from Evo Supplies. Lead generation company TwentyCi ran a competition for an Amazon Echo (Alexa) which was won by a delighted Amanda Walker.

Matthew James Global Relocations, who had a stand in the foyer, raffled a rare model of a Matthew James road train in aid of charity Children with Cancer, raising £400 for this very worthy cause. The raffle was won by George Statham from Marubbis Removals.

continues over



REPORT: THE MOVERS & STORERS SHOW 2017



Ten teams took part in the Packer of the Year contest with the MGR team taking the title for the fourth year running ...



REPORT: THE MOVERS & STORERS SHOW 2017



● Dominic Marlow.



● Panel experts left to right: Trevor Kidd, Kidds Removals; Ian Studd, BAR; Ria Houston, Basil Fry.

continues from previous page

Seminar Theatre

This year the seminar theatre, sponsored by *The Mover* magazine, attracted a full-house for almost every session thanks to the high-quality of the speakers, a range of interesting relevant topics, and a much-improved sound system in comparison with last year's show.

Animo's Charlotte Parslow ended the show by explaining how removal companies should consider advertising their services without using pictures of trucks! Charlotte used several examples from some of the industry's top performers to illustrate her point.

Over the two days there were 12 presentations beginning with Dominic Marlow from The Business Board who talked about how to value and sell your business when the time comes to move on or you want to retire. This was followed by Danny Crowe from TwentyCi who looked at the housing market, how it compares with previous years and how data can help with business planning.

Alan Barnard from Euro 6 engine converter Green Urban explained how the number of UK cities introducing Clean Air Zones is set to increase and how removals companies can cope without replacing their fleet. Alan's presentation was followed by a panel discussion with industry experts Ian Studd (BAR), Ria Houston (Basil Fry) and Trevor Kidd (Kidds Removals) about balancing customer care with the need to maintain profitability.

After a short lunch break in the Maxi Mover-sponsored Cafe & Networking Lounge, visitors took their seats to listen to Damian Seaman from technology company buzzmove as he explored the

benefits of adopting video survey technology, and the dangers of not doing so. Closely related to Damian's talk, the next speaker Charlotte Parslow from Animo Events looked at Marketing to Millennials - who have now replaced Baby Boomers as the biggest consumers of goods and services - and the different ways they make their buying choices.

The last session of day-one saw Graham Lomax from Janus International take to the stage to talk about the still rapidly expanding self storage sector and how many removals companies are well placed to get a share of the action.

Day two began with a lively presentation by Emlyn Evans from Squab Group about how to survive the ups and downs of the housing market by not relying solely on removals to generate profits. Emlyn was followed by solicitor James Backhouse from Backhouse Jones who delivered two excellent presentations, the first dealing with the approaching General Data Protection Regulation (GDPR), followed later in the afternoon by an update on the latest transport legislation affecting vehicle operators and drivers.

After lunch the final two sessions began with a presentation by Andrew Carapiet of PR company, Media Friendly who gave an interesting and entertaining talk about how to handle the media when things go wrong in business.

Animo's Charlotte Parslow ended the show by explaining how removal companies should consider advertising their services without using pictures of trucks! Charlotte used several examples from some of the industry's top performers to illustrate her point. "We sell removal services, not trucks!" she said.

All too soon it was time for exhibitors and guests to head for home after what had been an excellent two days. Next year The Movers & Storers Show moves to Event City, Manchester, just opposite the Trafford Shopping Centre. The dates will be 21 and 22 November, so get them in your diary now and check out *The Mover* for more details later in the year.



● Graham Lomax.



● Andrew Carapiet.

REPORT: THE MOVERS & STORERS SHOW 2017



● Damien Seaman.



● Emlyn Evans.



● Charlotte Parslow.



● Alan Barnard.



● James Backhouse.



● Left: Matthew James Global Relocations raffled a rare model of a Matthew James road train in aid of charity Children with Cancer; below: Dan Booth is presented with a branded furniture skate from Evo Supplies.



● Danny Crowe.



REPORT: THE MOVERS & STORERS SHOW 2017

GDPR: GETTING READY FOR MAY 2018



James Backhouse.

The General Data Protection Regulation (GDPR), will replace the Data Protection Act on 25 May and will affect all businesses, large and small.

Speaking at The Movers & Storers Show, James Backhouse from Backhouse Jones Solicitors gave a taste of what the new rules will mean and how businesses must prepare if hefty fines are to be avoided.

Rather worryingly, when asked what GDPR stood for, only one person in the Seminar Theatre audience of around 30 raised a hand. Worrying, because in only six months' time anyone in business will have to meet stringent new rules on how they gather and use data. If they don't comply, they'll face fines amounting to 4% of turnover up to an eye-watering limit of 20 million euros!

Solicitor James Backhouse explained that although the GDPR is a massive EU tome, a great deal of it is likely to remain in force after Brexit. "The GDPR will replace the Data Protection Act but many of the rules within it will remain the same," said James. "It was introduced to bring things up to date particularly with regard to the Internet, although the Regulation applies equally to paper records, not just those stored electronically," he said.

James pointed out that the Regulation only applies to data kept about individuals, not companies, so B2B records which do not identify individuals are not substantially affected. "It's mainly about protecting what is termed the 'natural person' their right to privacy and to protect them from unwanted marketing and to ensure personal information is not being held by organisations without their consent. At present the Internet is largely unregulated and the law has been playing catch-up," said James.

The new GDPR is complex and James recommended visiting the website of the government agency responsible - the Information Commissioner's Office (ICO) - for more detailed information than he was able to give in a 20-minute presentation. For many uses of personal data individual consent is required. One of the key elements was to make sure the process by which individuals gave consent for their data to be held and

used was separate from any contract they were entering into and that it was not a condition of any transaction. It is also a requirement that it must be clear what the individual is signing up to and that they have the right to withdraw that consent at any time with immediate effect. A system must be in place to do this.

"It is likely that more customers will opt not to give consent for their data to be used for marketing purposes, for example," said James. "But you will be allowed to have more than one tick-box so that people can choose to receive information on certain topics they are interested in. Pre-ticked boxes will no longer be allowed, and you cannot infer consent by silence."

Individuals will have the right to see any data organisations hold about them, free of charge and to have records changed or deleted - the right to be forgotten.

"The ICO has considerable powers. They can carry out audits, gain access to premises, issue reprimands, restrict access to data and so on," said James. "However, in my experience their approach is reasonable, they want people to get it right rather than come in with a big stick. But, if they do impose a penalty it will be substantial and will hit you very hard in the pocket," said James.

James was keen to emphasise the need to start making preparations now and not

to leave it until the last minute to get processes in place. "You must be able to demonstrate that you have robust systems in place to comply with the new Regulation and that you are managing your data properly. Document your procedures, but keep them simple and straightforward, that way they are more likely to be followed," he said. "Having done that, don't give the job of managing data to a junior member of staff. It is a big responsibility and should be handled by someone at director or partner level."

"You must document what data you have, where it came from and if you share it, who you share it with. If you alter a record you must inform the person you shared it with, so you must have a process in place to enable that to happen."

James concluded his presentation by urging the audience to look seriously at the security they have in place to protect their data. "Make sure your electronic data is encrypted and password protected and that your paper records are held securely in a locked filing cabinet that only authorised people have access to. There are a lot of non-compliant companies out there at the moment, by May 2018 you don't want to be one of them."

Visit www.backhouse-solicitors.co.uk and www.ico.org.uk.

"It's mainly about protecting what is termed the 'natural person' their right to privacy and to protect them from unwanted marketing and to ensure personal information is not being held by organisations without their consent."

James Backhouse

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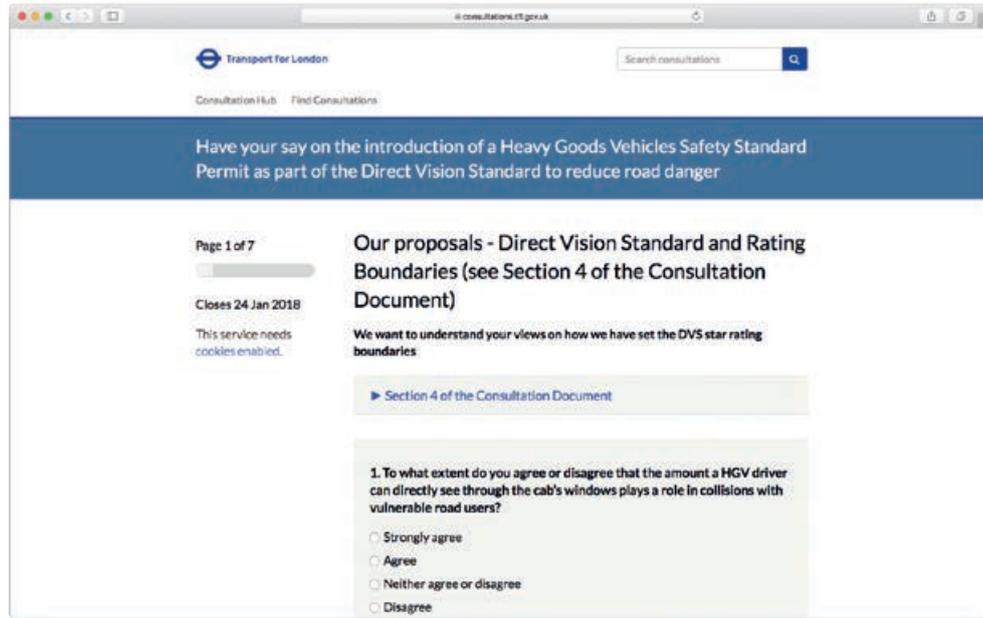
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NEWS: ON THE ROAD

Have your say on new Direct Vision legislation from TfL

Transport for London (TfL) has recently conducted a consultation on imposing Direct Vision Standards (DVS) on all vehicles wishing to operate in the Capital.



● Submissions to TfL's consultation must be made by 24 January, 2018.

TfL says that the responses were generally in support of the principle and it is now considering introducing a Safety Standard Permit Scheme as a control mechanism. Between now and April 2018, vehicle operators have the opportunity of voicing their opinions.

The Safety Standard Permit Scheme will widen the approach, beyond direct vision, to include a

safe system approach that will address a broader range of road danger risks. The proposed scheme would require all HGVs over 12 tonnes to hold a Safety Permit to operate in Greater London from 2020. HGVs will be given a rating between 'zero-star' (lowest) and 'five-star' (highest). Only those vehicles rated 'one star' and above would be allowed to enter or operate in London from 2020. Zero rated

vehicles would only be allowed if they can prove compliance through safe system measures. By 2024 only 'three-star' rated HGVs and above would automatically be given a Safety Permit. HGVs rated two-star and below would need to demonstrate increased safety through progressive safe system measures.

The safe system could include specific industry recognised

measures such as sensors, visual warnings and comprehensive driver training. The Safety Standard Permit Scheme would evolve over time, taking into account advances in technology.

Natalie Chapman, FTA's Head of Policy for London, said: "Road safety is hugely important and one death on the roads is one too many.

However, as trucks are manufactured for the whole of Europe, standards for vehicle design should be set at an EU level and not by individual cities. The narrow focus on direct vision was the wrong one and we are glad that the proposals now being consulted on recognise the technical solutions which are now available and the improvements companies have already made."

She continued: "Whilst the 'safe system' proposal is a move in the right direction, the new permit scheme has the potential to make the regulatory environment in London even more complex. The Safety Permit Scheme needs to be simple, reliable and enforceable and should focus on the vehicle only to match the Direct Vision Standard approach."

RHA Chief Executive Richard Burnett said: "It is not acceptable that the ratings will not be known until after the consultation ends. However, we welcome the Mayor's support for a comprehensive and international approach to vehicle standards and we look forward to working with the Mayor's team in support of getting the best road safety outcomes for Londoners and the rest of the UK."

To take part in the consultation go to www.gov.uk. Submissions must be made by 24 January, 2018. The final scheme proposals will be announced in the summer of 2018.



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● Thomas Kent receiving his FTA Driver of the Year 2017 Award from FTA's Director of Policy, Elizabeth de Jong.

Could one of your drivers be the next FTA Driver of the Year?

Thomas Kent has been named as the UK's top driver in logistics, after a nationwide competition organised by the Freight Transport Association (FTA). Thomas works for Samworth Brothers Supply Chain in Derby.

"Reaching the top of your profession is something that many of us strive for, but few attain," said June Powell, FTA's Director of Operations. "From Olympic medallists to Oscar-winning actors, successful business leaders and entrepreneurs, peak performers

inspire others to emulate them – and this is what Thomas does. Throughout this year's Driver of the Year competition we have been overwhelmed by the quality and professionalism of the UK's logistics drivers, but Thomas has rightfully gained the top prize. His skill, knowledge and understanding of the rigours of today's logistics industry were a credit to him and his employer, and we are delighted to acknowledge his efforts with today's award. He really is the *crème de la crème!*"

More than 100 drivers entered the three categories of the FTA's Driver of the Year competition, which were sponsored by Mercedes-Benz Vans (Van Excellence), Bridgestone Tyres (18 tonnes) and Mercedes-Benz Trucks (44 tonnes). Contestants were assessed against a strict set of criteria which tested understanding of risk assessment, legislation and pre-use defect checks, as well as driving style, manoeuvring and economical driving.

Moving companies are renowned the world over for their pride in their vehicles. Taking part in next year's FTA event could be a way of demonstrating a similar pride in their driving standards.

Visit www.fta.co.uk.

CLEARER GUIDANCE ON SLEEP APNOEA

The DVLA in the UK has recently amended its regulations for drivers who suffer from Obstructive Sleep Apnoea (OSA) (see *The Mover*, April 2011, page 42). The new wording focusses on 'excessive sleepiness having, or likely to have, an adverse effect on driving' and therefore whether a driver is safe to continue to drive. Previously the DVLA had used a measurement made during a sleep study that does not always suggest that sleepiness is affecting driving.

Obstructive Sleep Apnoea Syndrome (OSAS) – OSA with symptoms - causes sleepiness and can be a risk factor for road traffic accidents, as driver reactions are impaired. It is of particular concern with commercial vehicle drivers who spend a long time at the wheel and tend to live a sedentary lifestyle.

Following the introduction of the EU Directive in January 2016, there was much confusion about when a driver, thought to have sleep apnoea, had to notify the DVLA and this resulted in some losing their licences unnecessarily, albeit temporarily. Nigel Base, The Society of Motor Manufacturers and Traders (SMMT) Commercial Vehicle Manager, said: "This is good news for our industry and is a much clearer and fairer way to assess whether driving can continue."

Visit <http://osapartnershipgroup.co.uk/osa-and-driving.html>.



● The Society of Motor Manufacturers and Traders has welcomed the recent amendment on regulations regarding Obstructive Sleep Apnoea by the DVLA.

DKV and Freshsmile cooperation

● Guillaume Cunty, Director DKV France and Arnaud Mora, President, Freshmile.



The DKV Group and DKV Euro Service has announced the start of a cooperation with French charge point infrastructure provider Freshmile Services. As a result, companies using the DKV CARD can now charge their electric vehicles at a total of 2,500 French public charge points along the German-French border, in Paris and

other French metropolitan areas. "We are extremely pleased with this collaboration with Freshmile," said Bernhard Wolters, Expert eMobility Services at DKV Group. "For us, extending our public charge point infrastructure into France is an important milestone in our internationalisation strategy."

With the extension of its Europe-wide supply network to include public charge points, DKV has taken into account the rising proportion of electric vehicles and the resulting increased demand for cross-border supply facilities. The charging points can be viewed in the DKV APP and the DKV MAPS route planning tool.

NEWS: ON THE ROAD

Stanford West lorry park scrapped

In November Chris Grayling, UK Secretary of State for Transport, announced the withdrawal of the earlier decision to site a lorry park at Stanford West in Kent on the grounds that the government can no longer defend the judicial review.

He said that it had not been possible to “meet our environmental obligations”.

The intention was to find a solution to Operation Stack that causes great disruption around the M20 during busy periods. Mr Grayling said that the government is immediately starting the process to promote a lorry park through the normal planning process, including a full environmental impact assessment, as a potential permanent solution to Operation Stack.

“As part of this we will reassess the scope, scale and location of our solutions, taking into account changes since the original concept of the lorry park was promoted, in particular the UK’s exit from the European Union but also the need for ‘business as usual’ lorry parking in Kent. Highways England intend

to consult on the options in early 2018 with a view to submitting a planning application in 2019. Alongside this, I have tasked Highways England with developing an interim solution to be in place by March 2019. Highways England have developed a number of options that, while continuing to hold HGVs on the M20, would allow non-port traffic to continue to travel in both directions reducing the levels of traffic disruption seen in Operation Stack.”

RHA Chief Executive Richard Burnett said: “I find it beyond belief as to why the most basic of procedures, that of an environmental assessment, was not undertaken simply on the assumption that it was not needed. This facility is of massive importance to hauliers and the people of Kent. We understand that the alternatives are to extend



“... we will reassess the scope, scale and location of our solutions, taking into account changes since the original concept of the lorry park was promoted ...”
Chris Grayling

the truck park at Manston and to utilise two lanes of the M20.”

Mr Burnett said that this ‘red-tape’ debacle is a complete disaster for hauliers coming over from the Continent. “Two years ago we saw the misery of operators who, for many days, were caught up in the gridlock of Operation Stack. Even the most basic requirements for HGV drivers such as toilet facilities and drinking water were non-existent. And for the people and economy of Kent, the cost was enormous. As Brexit approaches we are pushing hard for free-flowing customs border controls. If we cannot achieve the right Brexit deal, we could be looking at customs border queues which could potentially cause misery for hauliers and the residents and businesses of Kent. Can you imagine Operation Stack becoming a daily way of life?”

Mayor plans to expand ULEZ London-wide in 2021

On 30 November, 2017 the Mayor of London launched a new public consultation on the next phase of his plans to tackle London’s toxic air by expanding the Ultra-Low Emission Zone (ULEZ).



● Buses, coaches, lorries, cars, vans and motorbikes will all be subject to the ULEZ regulations.

The ULEZ standards would be applied London-wide for buses, coaches and lorries from 26 October, 2020 and for cars, vans and motorbikes (with limited exemptions) up to the North and South circular roads from 25 October, 2021.

The Mayor recently delivered the first phase of these plans by introducing the new weekday (7am–6pm Monday-Friday) £10 Toxicity

Charge (T-Charge) in central London for the oldest vehicles. This runs alongside and on top of the £11.50 Congestion Charge (C-Charge).

From 8 April, 2019 the Mayor is introducing the second phase of his plans – ULEZ - 17 months earlier than planned. It will replace the T-Charge and cover the same central area, alongside and on top of the congestion

charge, but it will operate 24 hours a day, seven days a week, 365 days a year.

The daily charge for non-compliant vehicles will increase from £10 to £12.50 (for cars, vans and motorbikes) and £100 (for buses, coaches and lorries). Now the Mayor has set out his plans for the third phase that will, he says, deliver the health benefits of ULEZ to millions more Londoners by extending the Ultra-Low Emission Zone in 2021. This could affect 100,000 cars a day, 35,000 vans a day and 3,000 lorries a day.

Drivers of non-compliant cars, vans and motorbikes would pay the same £12.50 daily fee as the central London ULEZ seven days a week. Drivers of non-compliant lorries, coaches and buses would pay £100 a day.

Diesel vehicles that do not meet the Euro 6 standard and most petrol vehicles that do not meet the Euro 4 standard will have to take action or pay, making the ULEZ the tightest emission standard adopted in any major world city. The area covered by the expanded ULEZ would include all roads up to a limit of the North and South circular roads, but not the North and South circular roads themselves.

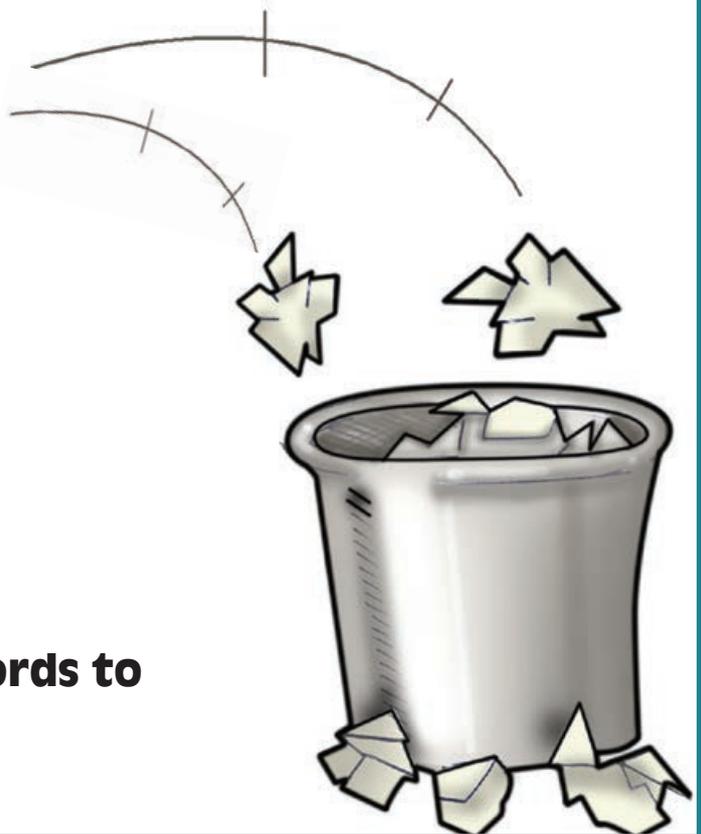
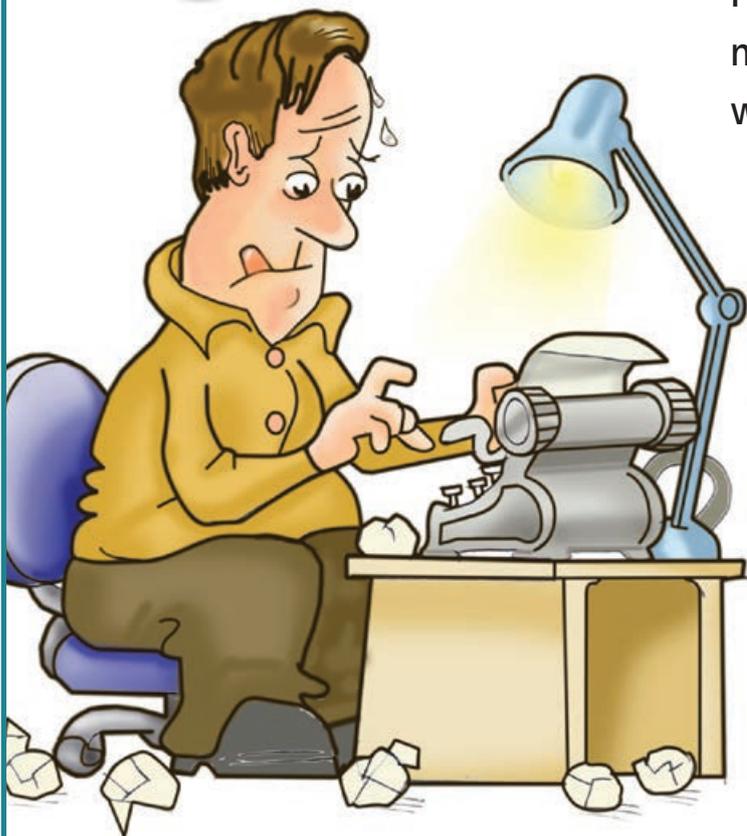


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CYBER ESSENTIALS PLUS:

PROVE YOUR COMMITMENT TO CYBER SECURITY

Matt Rhodes from Quiss Technology suggests how you can prove to your clients that you have done all you can to protect against a cyber attack.

Unfortunately for businesses, cyber attacks are becoming more sophisticated as criminals frequently use a range of methods to breach IT security systems. It is for this reason that organisations of all sizes are now seeking government-endorsed Cyber Essentials Plus badges to show they are proficient in dealing with potential threats.

Once upon a time, organisations could simply claim they had strong security controls in place, but now, potential clients are demanding that companies prove it with certifications such as Cyber Essentials Plus. High profile cyber attacks regularly make headline news, and clients are adopting stricter vetting processes to ensure their company's sensitive information and reputation is not at risk of being damaged.

A seal of approval

There are currently two different certifications available to businesses – the standard Cyber Essentials and the Cyber Essentials Plus.

Cyber Essentials represents the most basic level of cyber security, and only requires companies to complete a short cyber security questionnaire. This basic level of certification does not provide assurance that systems are effectively configured to defend against more sophisticated or persistent attacks.

Cyber Essentials Plus, however, requires an organisation to undergo a more thorough assessment, based on internal security assessments of end-user devices. Using a range of specialist tools and techniques, the Cyber Essentials Plus assessment directly tests that individual controls have been implemented correctly,



Once upon a time, organisations could simply claim they had strong security controls in place, but now, potential clients are demanding that companies prove it with certifications such as Cyber Essentials Plus.

and recreates various attack scenarios to determine effectiveness.

The Cyber Essentials Plus certification requires your organisation to have five technical controls in place, including:

- Boundary firewalls - these devices are designed to prevent unauthorised access to or from private networks, but require good setup to achieve maximum effectiveness;
- Secure configuration - ensuring systems are configured securely to suit the requirements of an organisation;
- Access control - only allowing those with authority to have access to systems;
- Malware protection - ensuring the most up to date virus and malware protection has been installed;
- Patch management - ensuring the latest supported version of applications is used and all the necessary patches have been applied.

Only once a company successfully passes these tests can they be awarded the badge, which can then be displayed on their website.

Staying vigilant – remaining protected

For serious businesses who are committed to achieving strong cyber security, Cyber Essentials Plus is the only option worth considering. The Cyber Essentials Plus scheme provides a well-defined standard that is suitable for organisations across all sectors, including charities, schools, universities and local authorities.

While the basic Cyber Essentials certification is a necessary starting point for businesses, the extra checks involved with Cyber Essentials Plus make it the best option, especially with GDPR coming into effect later in the year.

Cyber Essentials Plus and the procurement process

Since 2014, Cyber Essentials Plus has been a mandatory requirement when applying for government contracts, and it looks as though we are transitioning to a point where businesses must hold a badge to be considered for most public-sector work. Cyber Essentials Plus offers procuring organisations greater levels of assurance that required controls and checks are in place.

Achieving compliance – next steps

If your company is serious about achieving Cyber Essential Plus status, the first step is to visit the official www.cyberaware.gov.uk website, and select one of the official accreditation bodies listed.

To successfully hold a Cyber Essentials Plus badge, you must have first completed

the basic Cyber Essentials certification process. Once an independent assessor has reviewed your answers and performed the basic tests on your security controls, you will be awarded the certificate.

Once you have received Cyber Essentials certification, you will then need to start the compliance process by introducing the appropriate controls to your system. When looking for support to help you achieve Cyber Essentials Plus, it is important you contact an IT specialist with plenty of experience in helping clients achieve compliance. Remember, different suppliers will offer varying levels of service and support, so make sure you select one that meets your company's requirements.

Finally ...

Achieving Cyber Essentials Plus certification is a very important first step in your ongoing mission to improving cyber security within your business. However, for those organisations who are serious about cyber security, Cyber Essentials Plus is only the starting point, and there are more in-depth tests that can help tighten security even further.

More sophisticated assessments are available to companies who are looking to push their security further than the Cyber Essentials scheme, including Penetration Testing and Simulated Targeted Attack and Response, which assesses specialist business functions with a market or country influence.

If you think your organisation could benefit from these additional levels of assessments, then contact an IT specialist and achieve total security for your business and clients.

Matt Rhodes

Matt is commercial services manager for Quiss Technology, an IT support company based in the West Midlands. Matt's primary role is to expand the company's hosted solutions division and to liaise with software vendors to help them develop their Software as a Service (SaaS) offering. He is a regular commentator on industry topics, covering subjects such as cyber security, hybrid cloud solutions, new technology and the Code of Connection (CoCo).



NEWS: PRODUCT



● Tesla claims its Semi is capable of 0-60mph in 20 seconds with a full 80,000lb load.

Electric HGV from Tesla

The Tesla Semi is due to be launched next year in the USA.

The company claims it will deliver a far better experience for truck drivers, while increasing safety and significantly reducing the cost of cargo transport.

Unrivalled performance

Without a trailer, the Tesla Semi achieves 0-60mph in five seconds, compared to 15 seconds in a comparable diesel truck. It does 0-60mph in 20 seconds with a full 80,000lb load, a task that takes a diesel truck about a minute. Most notably for truck drivers and other travellers on the road, it climbs 5% grades at a steady 65mph, whereas a diesel truck maxes out at 45mph on a 5% grade. The Tesla Semi requires no shifting or clutching

for smooth acceleration and deceleration, and its regenerative braking recovers 98% of kinetic energy to the battery, giving it a basically infinite brake life. Overall, the Semi is more responsive, covers more miles than a diesel truck in the same amount of time, and more safely integrates with passenger car traffic.

Driver experience

Unlike other trucks, the Semi's cabin is designed specifically around the driver, featuring unobstructed stairs for easier entry and exit, full standing room inside, and a central driving position for optimal visibility. Two touchscreen displays positioned symmetrically on both sides of the driver provide easy access to navigation, blind spot monitoring

and electronic data logging. Built-in connectivity integrates directly with a fleet's management system to support routing and scheduling, and remote monitoring. Diesel trucks today currently require several third-party devices for similar functionality.

Megachargers, a new high-speed DC charging solution, will add about 400 miles in 30 minutes and can be installed at origin or destination points and along heavily trafficked routes, enabling recharging during loading, unloading, and driver breaks.

Safety

The Tesla Semi's all-electric architecture is designed to have a higher safety standard than any other heavy-duty truck on the

market, with a reinforced battery that shields the Semi from impact and gives it an exceptionally low centre of gravity. Its windscreen is made of impact-resistant glass. Jack-knifing is prevented by the Semi's onboard sensors that detect instability and react with positive or negative torque to each wheel while independently actuating all brakes. The surround cameras aid object detection and minimize blind spots, automatically alerting the driver to safety hazards and obstacles. With Enhanced Autopilot, the Tesla Semi features Automatic Emergency Braking, Automatic Lane Keeping, Lane Departure Warning, and event recording.

The Tesla Semi can also travel in a convoy, where one or several semi trucks will be able to autonomously follow a lead semi.

Reliability

With far fewer moving parts than a diesel truck – no engine, transmission, after-treatment system or differentials to upkeep – the Tesla Semi requires significantly less maintenance. Its battery is similar in composition to the batteries of Tesla energy products and is designed to support repeated charging cycles for over a million miles.

Lowest cost of ownership

All-in, the Tesla Semi delivers massive savings in energy costs, performance, efficiency and reliability.

The biggest immediate cost-advantage comes from savings in energy costs: fully loaded, the Tesla Semi consumes less than two kilowatt-hours of energy per mile and is capable of 500 miles of range at GVW (gross vehicle weight) and highway speed.

Reservations for the Tesla Semi can be made for US\$5,000 per truck. Production is due to start in 2019.

Operators use TruAnalysis for Earned Recognition pilot

TruTac has announced an enthusiastic take up of its recently introduced Earned Recognition reporting features. The company believes that this is because they do not charge customers any extra fees for being part of the pilot.

Earned Recognition is a new way for vehicle operators to prove they

meet driver and vehicle standards. Pilot participants voluntarily agree to regularly share performance information with the DVSA and in return, their vehicles are stopped less for inspections.

Earned Recognition will be accredited to operators who record and submit data which satisfies key performance indicators

relevant to vehicle maintenance and drivers' hours.

To take part in the voluntary pilot, operators must have an IT system which can monitor the set parameters and report back to the DVSA every 4 weeks to inform if any KPIs (Key Performance Indicators) have been missed. In turn, in the event of any

significant deviation, DVSA will work with the operators to rectify the issue.

TruTac's new software, TruAnalysis, comprises reporting packages which allow operators to easily monitor and manage all compliance aspects for tachograph data, including Earned Recognition.



● The mid-size eVito is now available to order and further model ranges will follow, starting in 2019.

Electric vans from Mercedes

Mercedes-Benz Vans plans to offer all its commercial van model lines with electric drive.

This will start with the mid-size eVito, which is now available to order, with deliveries commencing in the second half of 2018. Further model ranges will follow, starting in 2019.

“We are convinced by the necessity of electric drive in our vans, especially in city centre applications,” said Volker Mornhinweg, Head of Mercedes-Benz Vans. “The eVito is the starting point and will be followed by the new generation of our Sprinter as well as the Citan.” Mercedes-Benz Vans plans to electrify all its commercial model ranges over the next few years, starting with the eVito.

With an installed battery capacity of 41.4kWh, the range of the new eVito will be around 150km. Even in unfavourable conditions such as low outside temperatures and with a full load, it will have a range of 100km. The battery can be fully charged in around six hours.

When it comes to top speed, the customer can choose between two options: a maximum speed of 80km/h for city use; or up to 120km/h for more rural work.

Initially, it will be possible to pre-order the eVito with one of two wheelbases: total vehicle length of 5,140mm or 5,370mm. It can accommodate a maximum payload

of 1,073kg and a maximum load volume of 6.6m³. Installation of the battery beneath the vehicle contributes to the unrestricted usability of the entire load space. The maximum gross vehicle weight stands at 3,200kg.

“The eVito is the starting point and will be followed by the new generation of our Sprinter as well as the Citan.”

Volker Mornhinweg



New custom-design service from Sofrapack

French packing materials supplier Sofrapack has recently announced a new service that allows customers to design their own packing cases online. The company offers delivery anywhere in Europe within three days.

Sofrapack manufactures heavy-duty cardboard packing crates widely used by the moving industry as an alternative to wood. Sofrapack crates are commonly used for storage, or for packing motorcycles, pianos, antiques, works of art, etc. They are strong, lightweight, easy to store and do not require fumigation (ISPM15 free).

The new service allows users to log onto the Sofrapack website (www.sofrapack.com), provide the required crate specifications, contact details and delivery address, and receive an immediate quotation as a pdf by e-mail. The company says that it can supply any size and there is no minimum order quantity.



● Guillaume Rochman, General Manager of Sofrapack, demonstrated the strength of the Sofrapack cartons.

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Text cost £3 plus your network charge. We receive 5p of every £1 donated in this way. Children till 16p. Macmillan Cancer Support, registered charity in England and Wales (120157), Scotland (SC031907) and the Isle of Man (8264). Also operating in Northern Ireland.

NEWS: PEOPLE

New president and chairman for CAM

The Canadian Association of Movers (CAM) has a new chairman and a new president. Nancy Irvine became the Association's president and Cam Carswell its chairman last month. Nancy has extensive experience in association management, media and communications, logistics and household goods moving. Cam comes from a long line of movers and now runs Country Wide Moving & Storage, the largest moving company in Saskatchewan.



● Nancy Irvine.



● Cam Carswell.

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The White & Co Mystery Mover

Identifying Ray Slemmings from C. Bain of Upminster proved very tricky for most of you last month. Only a few got it right including our winner, Chris Marshall from Bishop's Move (then again he is Ray's nephew!). Ray was a true gentleman who is no longer with us. He was also a loyal supporter of BAR and the Secretary of the BAR East Met Area. This time we have a pair of likely lads to identify. Two names please to editor@themover.co.uk for a chance at winning the White and Company Red and Black Watch.

Arthur Ziegler dies

Ziegler Relocation in Brussels has announced the death of Arthur Ziegler, described by the company as a figurehead of the European transport world.

Arthur Ziegler was born in 1921. He joined the family firm that was founded by his father in 1908, in 1943. He took over the lead of the company with his brother Robert in 1958.

Both brothers expanded the company in Belgium and internationally, organically and through acquisition. Following his brother's death, Arthur Ziegler took sole responsibility as executive chairman of the Group, which he always wanted to keep within the family with the support of his children and of his selected high-level managers.

For the past 74 years, Arthur worked to build the small family business into a unanimously respected international group.

In doing so he left a profound footprint on the company, demonstrating far-sighted vision, outstanding work capacity and leadership. He always considered the Group to be part of his family.



● Arthur Ziegler.

Humboldt CEO elected to UniGroup Board of Directors

Humboldt Storage & Moving's Chief Executive Officer, Howard Goldman, was recently elected to a two-year term on the Board of Directors of UniGroup, the parent company of United Van Lines, Mayflower Transit, and other transportation related companies. The election took place during the company's recent annual Shareholders meeting in Seattle, Washington.

Howard is the third generation to run the family business. Working his way through the ranks, he held positions as a mover, move consultant, operations manager, sales manager, and general manager - accumulating over 35 years of moving experience. Since taking over the business, Howard has tripled the company's size while diversifying its service mix.

Howard also serves on the Associated Industries Board and Executive Committee. He also co-chairs the Canton Association of Business and Industries Annual Road Race Committee, which has raised over \$500,000 in donations to local non-profit organisations.



● Howard Goldman.

Peter Sewell wins at EMMAs

On Friday, 10 November, the winners of the 2017 FEM EMEA EMMAs were announced at a glittering gala dinner at the InterContinental London - The O2.

All submissions were judged by a panel of independent experts against a set of strict criteria, who noted that the standard of entries was very high yet again.

Santa Fe Relocation took both the International Moving Company of the Year and the Relocation Management Company of the Year awards. Peter Sewell from Crown World Mobility received the 2017 Outstanding Contribution to Global Mobility award.

Peter leads the strategic development of Crown World Mobility in Northern Europe, reviewing and developing mobility processes and leading project reviews with clients. Curt Smith, Group Vice President, Crown World Mobility said: "Peter has proven himself a real asset to Crown since joining us in 2013. This award demonstrates the hard work and dedication he puts into his job on

a daily basis. We at Crown are consistently impressed by his achievements, so it's fantastic to see them recognised on a wider level."

Peter expressed his gratitude, saying, "I love what I do and the daily challenges and opportunities that it brings. Thanks go to all the colleagues that I have worked with and the people at Crown who are going the extra mile to make a difference."



● Peter Sewell.

Arpin International Group promotes Michael Johnsen

Michael Johnsen has been promoted to vice president, Asia Pacific Region, of Arpin International Group's corporate division.

In his new role, Michael will oversee corporate business development, growth strategies and planning for Arpin's Asian offices in China, Singapore and Hong Kong - as well as the APAC region. He will also continue to be responsible for the overall performance of Arpin China, working closely with the Arpin China team to deliver world-class Arpin services to multinational corporations and their transferees.

"Under Michael's leadership for the past four years, our offices and operations in China have seen incredible growth," said Bob Sullivan, Senior Vice President of Corporate Accounts of Arpin International Group. "With Michael now in charge of our Asia Pacific

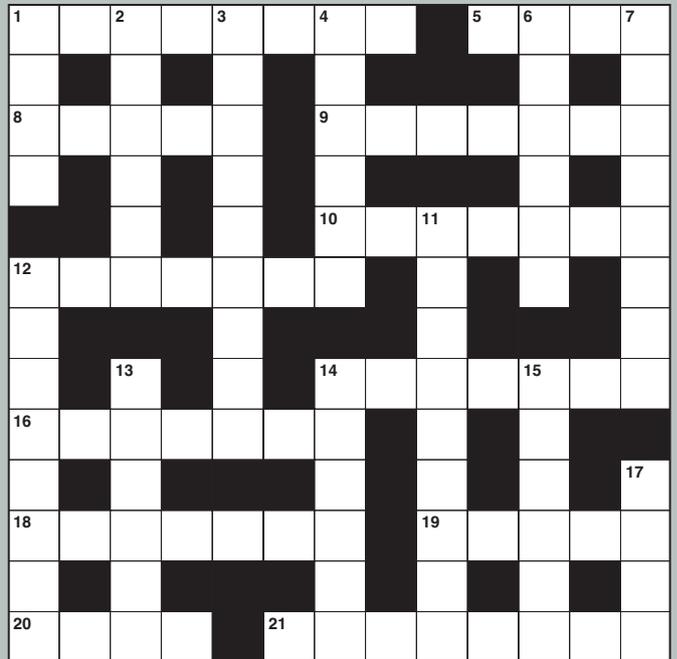
Region, we look forward to seeing him bring his talents to the broader market and work to expand our account base there."

Michael is fluent in Mandarin Chinese. He joined the company's Shanghai office in 2013 and served as vice president of business development. Today, he lives in Singapore. He is a former US Marine and holds an MBA from ESCP Europe in Paris.



● Michael Johnsen.

Puzzles



ACROSS

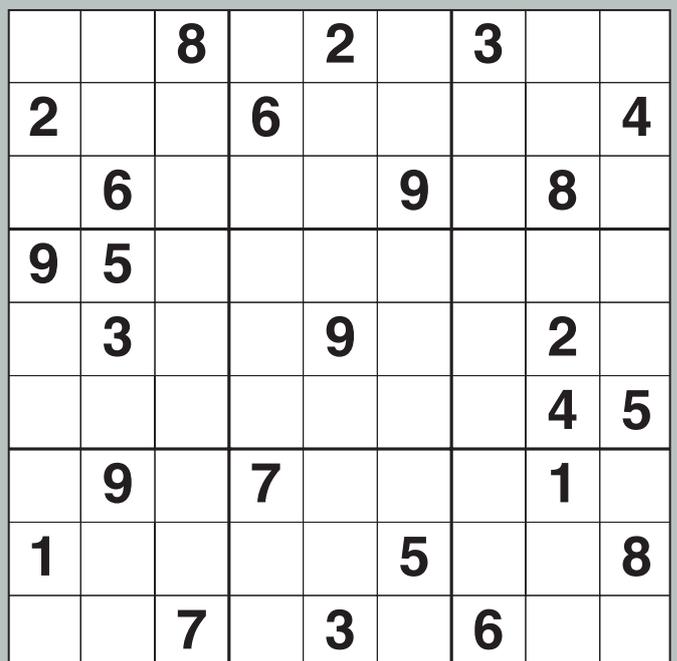
- 1 Movie idol (4,4)
- 5 Spheres (4)
- 8 Island in the Mediterranean Sea (5)
- 9 Residence of the Pope (7)
- 10 Master of ceremonies (7)
- 12 Flower arrangement (7)
- 14 Appease (7)
- 16 Tropical disease (7)
- 18 Stations at the ends of routes (7)

- 19 Form of humour (5)
- 20 Call to mind (4)
- 21 Simplified drawings (8)

- 12 Affecting only the appearance (8)
- 13 Small flower (6)
- 14 Type of sandwich (6)
- 15 ___ borealis: Northern Lights (6)
- 17 Extras (cricket) (4)

DOWN

- 1 Equitable (4)
- 2 Linger aimlessly (6)
- 3 Astronomer (9)
- 4 Tips and instruction (6)
- 6 Spacecraft (6)
- 7 Prison term (8)
- 11 Raiding and plundering (9)



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C	I	T	E		D	I	A	G	R	A	M	S

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

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LACMA Convention 2018
3 – 6 April, 2018, San Juan, Puerto Rico

EuRA Conference 2018
24 – 27 April, 2018, Dubrovnik, Croatia

BAR Conference 2018
16 – 19 May, 2018, Bournemouth, UK

EUROMOVERS International Conference
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working within a team of 6, required for well-established family run removals and storage company in HP5 Postcode.
Please email tomproche@hotmail.com.

OFFICE-BASED EXPERIENCED P/TIME TELE SALES
required for well-established removals and storage company in HP5 area to chase up quotes.
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SALE DUE TO SEMI-RETIREMENT
Containers (250 cu ft), Fork Lift, Atego 12-ton truck.
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References available.
Contact 07943 702772, dph59@hotmail.co.uk.

2014 SDC BOXVAN
Tandem BPW axle, 4.0m overall height, furniture van spec.
Call Terry Taiani on 07855 258861.

MOVE MANAGER - RUISLIP, WEST LONDON
Excellent customer service, communication and administrative skills, ability to work under pressure.
Contact John Morris: jmorris@crownew.com.

WANTED 18 TONNE 5 CONTAINER REMOVAL LORRY
No older than 2001, contact Mark on 07973 623157.

EXPERIENCED REMOVALS STAFF REQUIRED NOW!
Aldershot-based family business.
E-mail: info@easy2move.com or telephone David 01252 328841.

EXPERIENCED HGV/7.5 DRIVER
required full-time for Kent-based company.
Contact James@crutchbros.com, 01732 359043.

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Aluminium Luton body, 1,450 cu ft approx, LEZ compliant, 183,800km approx, £3,500 ono.
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Sheerness Kent. Family run company. Smart, good communicator, team player and can work under pressure.
e-mail info@kentmovers.co.uk or phone 01795 485463

VEHICLE FOR SALE
DAF XF410 4x2 Tractor Unit, Super Space Cab, MOT Jan 2018, 61 Reg, 228,000kms, £18,000 + VAT ono.
E-mail: bruce@shoreporters.com

MERC ATEGO
5 pallet removals truck, 2000 plate, any trial welcome, £6,500 o.n.o.
Tel Neil: 07932 589428.

7.5T RENAULT MIDLUM
long MOT, LEC compliant. 08 reg, ready for work. £4,950 o.n.o.
Phone Dave: 07831 236278.

EXPERIENCED HGV/7.5T DRIVERS & PORTERS REQUIRED
In Luton area.
Call Emma on 01582 572967 or e-mail CV to emma@stephensremovals.com.

TRANSPORT MANAGER/ ESTIMATOR REQUIRED
For busy family owned removals company in Dorset. Must have relevant certs/documents
01258 858564.

7.5 TONNE DRIVER/REMOVALS PORTER
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EXPERIENCED IMPORT/EXPORT MOVE COORDINATOR(S)
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e-mail hr@ags360.com.

RETIREMENT SALE
Well established removals & storage, 3 vans, over 30 years' experience, lots of goodwill. Skegness, Lincolnshire.
Tel 07770 964952.

Tony Allen: And finally...



Are we losing control?

An acquaintance of mine loves doing crosswords. Now I should point out at this stage that the only iPad that I've ever had was when I once played the part of Long John Silver in a local am-dram pantomime; but my friend has an iPad within which he enters the appropriate clue, plus the word 'crossword'. The answer then appears on the screen and is duly entered in the applicable grid location, and so on until, with a self-congratulatory flourish, the puzzle is duly completed. He thinks he is being very clever - I think he is bonkers! There is really no difference between what he is doing, and simply waiting until the next day's issue and then filling in all of the answers. I did inform him of my opinion - although I must confess that he wasn't really listening as he was busy looking up the etymology of the word 'bonkers'.

What about at a dinner party (hate the term)? At one time you could raise a contentious subject, get all of your guests engaged in a lively and sometimes animated discussion, and then you could nip out to do the washing up or update yourself with the results of *Strictly Come Dancing*. Not anymore, for they will all merely reach for their mobiles, browse Google, find the definitive answer and there the discussion ends. Next subject!

It's like an invasion! I'm trying to get through life without a vehicle satnav; I refuse to spend a long journey being told what to do by Homer Simpson. The only problem is that I am constantly getting lost, but that's beside the point. Oh, and in case you're wondering; the point is that we are increasingly allowing ourselves to be controlled by electronic gizmos. In fact it's worse than that, we are actually collaborating in this process.

Go to a restaurant and whereas, at one time, young children would be very demanding and energetically noisy, they now all sit in quiet acquiescence whilst they indulge themselves with electronic gadgets. In the meantime the parents carry on with the selfish act of enjoying themselves unencumbered by their young offspring. Mind you, it's very frustrating to see quite how dextrous a three year old can be under these circumstances. I'm quite convinced that the next digital breakthrough will be made by a five year old who will be a billionaire within three months.

This brings me to Facebook - which my family insisted that I join in order to enhance communication - and I must confess that I had no idea how popular this would make me, I have hundreds of

people queuing to be my friend. Most of them I don't even remember but I just hope that they don't all turn up at my house at the same time. I now know how lovely and talented their families are; where they are at any particular moment and what a wonderful experience they are currently having and I even receive a relevant and informative map to make things easier for me. Now whilst it might be exhilarating to know the precise location of somebody whom I can't even remember, or in addition to learn that they have achieved a maximum score in a particular on-line quiz set by one of my other friends in Indonesia - probably by looking up all of the answers on Google - I still wonder whether they would be better off sending this information to someone else, especially when I've just discovered that my roof is leaking.

We hear talk about artificial intelligence but is it not fair to say that it's our intelligence that is becoming artificial? All we have to do is to look for the answer on one our electronic sources. To put it another way, somebody asks you a difficult question; you create a diversion such as breaking into a fit of coughing whilst you are looking up the answer under the table and then you reply. They then tell you how clever you are. You in turn tell all of your friends on Facebook, who go on replying for days, and then the artificial cycle is complete.

I refuse to spend a long journey being told what to do by Homer Simpson. The only problem is that I am constantly getting lost, but that's beside the point.

We now even have politicians stating that they don't need to know anything anymore because the answer is available on their iPad. We'll arrive at a point where original thought no longer exists, competitors on *Mastermind* will be allowed to use their mobiles and so it becomes a question of speed and not knowledge.

So finally we come to Twitter - or 'Twit' for short. This has I'm afraid lead to a situation where we have individuals who think they can rule the world in a mere 140 characters. Call me old-fashioned but, whichever way you look at it, this is nothing more than a vehicle for pontification. Don't get me wrong and, before you say it, I know that this new electronic world has many advantages. I feel I could write so much more, but I must finally conclude as Homer Simpson has just told me that my bath is ready!

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