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TheMover

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Deadline:

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

Disclaimer:

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Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

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The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
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LEADER

The Mover Conference – book now! Doctor's orders

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Steve Jordan, Editor



This month I wanted to tell you about the Mover Conference at Silverstone on 22/23 October – a subject close to my heart. To my knowledge it's the first ever independent conference in the UK available to the whole moving industry worldwide – we are looking forward to a great turnout from companies big and small, home and abroad.

Unlike every other conference in the moving calendar we will not have any sessions relating to the organising body; no roll call; no AGM; and we will not have any award ceremonies. There will not be a raffle! We will, however, have some great business sessions over the two days designed to help you run your business better and give you good ideas so that you can make more money with the resources you have. We'll also be giving you plenty of opportunity to chat to people, make contacts and build relationships that will, I predict, last a lifetime.

We have already planned the format of the business sessions and what they will include. We will be talking about AIM, the new trade association that, I anticipate, will be taking on members by then: Is it needed? What makes it different? We will discuss the new price comparison site for moving and whether it's a blessing or a curse. We'll have VOSA there to give good advice on keeping on the right side of the law. Self storage will come up because most movers don't do it, yet those that do swear by it. And we'll be looking at all kinds of quirky, interesting things you can do to make extra money and keep your bottom line jet black.

We will have some speakers on the stage – good ones – but we'll spend much more time in workshops, really getting into the subjects and making sure that you make the best of your time. And we will be having some fun: you might already know our keynote speaker – but if you do, I guarantee you won't admit it. She is someone you will never forget and her business message is guaranteed to please.

The cost is just £295 for the two-day conference, including overnight accommodation in David Coulthard's Snoozebox. Please book early: you might win a fabulous prize if you do and it's better for my blood pressure. Just go to www.themover.co.uk and follow the link.

Steve Jordan



● Crown moving Clement Keys.

Crown moves accountant

When one of the largest, independent chartered accountants in the West Midlands – Clement Keys – decided to relocate its head office to new state of the art premises, Crown Relocations' Commercial division were its preferred choice of commercial relocations specialist.

As part of its on-going growth strategy, Clement Keys decided to relocate its business to impressive, state-of-the-art premises in Calthorpe Road, Edgbaston – the heart of Birmingham's financial sector.

"We decided to use Crown Relocations for our move because of their specialism in office relocations and their strong capability," said Phil Cook from Clement Keys. "We were keen to ensure that we didn't experience any unplanned downtime and that we could maintain 'business as usual' for our extensive client base."

Chris Lansbury, Commercial Manager, UK & Ireland, Crown Relocations said: "This particular project brought many challenges, not least the substantial volume of confidential filing that comes with a chartered accountancy firm. Crown's specialist teams were required to carry out the relocation process over one single weekend, involving the

"The professional level of supervision provided throughout the move process was encouraging ..."

Phil Cook

secure transfer of 100 fee earning staff, all with existing furniture and computer equipment. As well as the secure transfer of in excess of 1,200 filing crates, containing confidential records and documentation that had to be sealed for client data protection."

Phil Cook from Clement Keys summed up the work carried out by Crown: "The professional level of supervision provided throughout the move process was encouraging and provided us with a total confidence and assurance in achieving the seamless result."

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**The
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NEWS: UK

Matthew James Removals gets FORS award

Matthew James Removals has been credited with a Bronze Fleet Operators Recognition Scheme (FORS) award for its commitment to maintaining high standards and reducing the company's impact on the environment. FORS, which is operated by Transport for London, aims to improve standards in the transport industry and to improve levels of service in the capital and beyond.

Steve Turner, European Coordinator for Matthew James said, "We decided to apply for FORS recognition to show our commitment to operating a professional and quality managed fleet to a recognised benchmark."

"As a forward thinking operator we are continuously striving to improve our processes and procedures to ensure we offer the maximum levels of service with the least amount of environmental impact. We will continue to improve our operation, and strive to meet the silver standard in 2014 and Gold in 2015."



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● Helping to get small businesses off the ground will boost the economy, claims Lord Young.

Changes to Start-Up loan scheme will boost micro businesses

According to Lord Young, the Prime Minister's enterprise adviser, expanding the government's Start-Up loan scheme and opening up a further £230 billion worth of public sector contracts to the smallest businesses will help boost growth and transform the economy.

In his second report to the Prime Minister, Lord Young highlights the increasing importance that micro businesses – those that have fewer than ten employees – have on the success of the economy. Micro businesses make up 95% of all businesses in the UK and Young identifies steps the government can take to help them develop their confidence and capability to grow, helping the UK to get ahead in the global race.

He recommends removing the age cap – currently set at 30 years old – for the government's Start-Up loan scheme, so that all entrepreneurs that would otherwise struggle to secure the necessary finance and support can benefit.

The Start-Up loan scheme helps get business ideas off the ground with a loan of typically around £4,500 and mentoring support. It has exceeded expectations by 50% in its first year, with 3,768 loans worth around £16m now issued since its launch in the autumn. Many of these new businesses are now taking on their own employees.

Lord Young said, "We have one of the best environments in the world for the creation of new firms. What this report endeavours to do is to help and encourage all those new firms to now take on their first employees and grow. Growing our smallest businesses would transform



Growing our smallest businesses would transform our economy – they are the vital 95%.

Lord Young

our economy – they are the vital 95%. If just half of the UK's micro businesses took on an additional member of staff, unemployment would be reduced to almost zero. We need to raise the aspirations and confidence of these businesses and give them the tools to grow."

Former Dragon, James Caan, Chairman of Start-Up Loans and serial entrepreneur said, "I very much welcome the recommendations from Lord Young's report to make Start-Up Loans available for everyone in this country. His vision to get Britain's economy back on track through supporting SMEs and start-ups is something I passionately believe in and wholeheartedly support. The success of Start-Up Loans to date – an initiative that Lord Young has championed in government – demonstrates the country's need for such ambitious thinking."

Suddath International opens in London

Suddath International from Jacksonville, Florida has opened a new customer service centre in London.

The move is part of the company's strategic initiative to enhance the overall customer experience by putting on-the-ground employees in EMEA (Europe, Middle East and Africa).

Steve Crooks, President of Suddath International, commented: "We are focussed more so now than ever on making decisions that create customer value. By listening carefully to our clients we are closing the gap between expectations and service. Our clients asked for communication support in the EMEA and APAC (Asia-Pacific) time zones and I am eager to make resources available. As such, the Suddath organisation is able to continue expansion globally. It's a real win-win scenario."

This customer service centre joins the existing 19 warehouses in North America. Located in Croydon, this hub will be led by international relocation counsellors, Emma Lightfoot and Carley Banks. With agent-partners providing crews and warehousing on the ground in London, Suddath will use their new location to facilitate information flow between clients and transferees in the EMEA time zones.



● Top: Emma Lightfoot; above: Carley Banks.

New code curbs unnecessary council safety checks

Local authorities are banned from unnecessary health and safety inspections under a new code that came into effect on 29 May.

The Health and Safety Executive's (HSE) statutory National Enforcement Code for local authorities will instead target proactive council inspections on higher risk activities in specified sectors or when there is intelligence of workplaces putting employees or the public at risk.

It will see tens of thousands of businesses removed from health and safety inspections which are not justified on a risk basis, including most shops and offices. Checks will continue on poor performers and at sites where there are higher risk activities, for example cooling towers where life-threatening legionella bacteria can develop.

Minister for Employment Mark Hoban said: "We need health and safety that protects people where there are real risks but doesn't stifle businesses. There are too many examples of local councils imposing unnecessary burdens by inspecting low risk businesses. This new code should put a stop to this by putting common sense back into the system."

HSE Chairwoman Judith Hackitt said: "Real improvement in safety performance will come from targeting those who put their employees at greatest risk. Local inspectors have a very important role to play in ensuring the effective and proportionate management of risks by businesses, and the code is designed to guide them to do this. It sets out how targeting should be achieved, providing certainty for both businesses and regulators."



● HSE Chairwoman Judith Hackitt.

HSE will be working with local authorities to ensure the code is successfully implemented."

The new code has been backed by the Federation of Small Businesses (FSB). Mary Boughton, the Chairwoman of its health and safety committee, said: "The FSB supports the principles behind the new local authority enforcement code for health and safety at work. We believe that it is important to ensure that all local authority health and safety inspections are consistently risk based and proportionate to ensure that low-risk, compliant businesses are able to concentrate on growth."

"If low risk businesses believe they are being unreasonably targeted they will be able to complain to an independent panel, which will investigate and issue a public judgement. HSE will work with those local authorities whose targeting of inspections fails to meet the standards set out."

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This is why the Local Government Procurement Network (LGP Network) Showcase 2013 is focussing on the theme 'Delivering Value Through Innovation' to explore the constant changes in local government procurement driven by cuts in spending, changes in legislation and the demand for joined-up services, and how private sector innovation can be part of the response to these challenges. The overriding aim of this event is to break down the barriers between the public and private sector by providing a platform for learning,

collaborating and networking.

This one-day event, to be held in October in the heart of London, will bring together over 300 local government buyers, project managers and decision makers for a day of learning, networking and collaborating. The event consists of a Showcase Exhibition, Buyer Engagement Village and product Showcase Area along with real-life interactive case study learning sessions which will educate and inform both delegates and exhibitors.

The organisers say that this is not a trade event. It's a specialist local government procurement event which attracts buyers, project managers and commissioners who are actively looking for organisations to buy from.

● **For more information** call 0845 270 7066 or go to www.lgpn.org.



New trucks for PHS Teacrate

Crate rental specialist PHS Teacrate, has recently invested in eight new 14 tonne Leyland DAF LF55 trucks.

The new vehicles are fully liveried and feature Euro 5 fuel efficient engines. They also have purpose built bodies for maximum load capacity, reversing camera technology and NAVMAN tracking systems. The trucks are being deployed across PHS Teacrate's branches in London, Birmingham, Manchester, Bristol, Sunderland

and Livingston.

Gordon Philip, General Manager at PHS Teacrate said, "We recognise that our commitment and ability to make investments such as this strengthens our operational performance and ultimately the service that we deliver to our customers."

● **Right: the new trucks will be** deployed across the UK.



INSIGHT: HOLIDAY AND SICK PAY



● Calculating holiday and sick pay is not as straightforward as you'd imagine.

A guide to your holiday and sick pay obligations

As case law develops in this complex area of employment law, Andrew Fishleigh from Keystone Law provides an update on the tricky issues relating to holiday allowances and sick pay.

The calculation of an employee's holiday entitlement and sick pay rights should be straightforward, but the reality is somewhat different. The statutory legal position is derived from the European Working Time Directive, the UK's implementation of this under the Working Time Regulations and countless cases which have come before the European Court of Justice and the English Courts.

Entitlement to holiday under each set of regulations is decided on different legal bases. For example, there is no requirement to carry forward holiday entitlement under the European Working Time Directive, but there is under the Working Time Regulations.

Many employers are surprised to learn of the potential liabilities which can accrue during a lengthy period of sick leave for a member of staff, but there are steps which can be taken to alleviate the damage. Some of the key questions from employers are as follows:

What happens where a worker falls sick during a holiday?

He or she is entitled to accrued holiday, and the remainder of their holiday would be taken as sick leave.

What happens where a worker goes sick shortly before he or she is due to take leave?

They have the right to take leave at another time as, according to the European Court, the main purpose of leave is to allow the worker to take holiday and not to recuperate from illness.

Does holiday entitlement accrue during periods of sickness, when leave is not taken?

Yes, if holiday cannot be taken during sickness it must be allowed later. Workers cannot be forced to take holidays during sick leave and they are allowed to choose to take holidays after they return to work. One of the leading cases, *Stringer v HM Revenue & Customs*, determined in the European Court of Justice that workers on sick leave have the right to accrued paid holiday while they are off sick, even if for lengthy periods of a year or more.

Is notice of intended holiday needed by the employee?

No notice is required according to the English Court of Appeal in a case called *Larner*, but this decision conflicts with Working Time Regulations so confusion reigns.

For how long can holiday entitlement during sickness be carried over?

The position is not completely clear, but in the absence of contractual policies or collective agreements, it is likely that there is no limit. In practice, under the Working Time Regulations the entitlement to carry over leave may be limited to 12 months.

Can payments in lieu of holiday be made during employment?

This is not allowed, whether in respect of sick or healthy employees, as the purpose of annual leave is to allow the employee time for relaxation away from work.

Does exhaustion of contractual sick pay or statutory sick pay affect holiday entitlement?

No, the holiday entitlement is stand-alone and is not affected by exhaustion of those sickness rights.

What happens on termination of employment?

Whether a worker has accrued holiday entitlement or not, untaken holiday leave must be paid at the normal rate of pay calculated on the basis of 260 working days in the year when holiday could be taken and not 365 days.

What happens in the case of long-term sickness over 12 months?

One area of potentially huge liability is the long-term absentee worker who seeks payment of untaken holidays on termination, or one who seeks leave rights on return to work. The decided cases have shown that limitation of liability is possible, by operating a policy or collective agreement which caps the carry over to a period in excess of 12 months. A collective agreement limiting carry over to 15 months was allowed by the court, whereas a period of nine months (less than the 12 months holiday reference period) was not allowed. Limiting a carry over period to (say) 15 or 18 months will prevent a claim for several years' accrued holiday rights in a long-term illness absence.

Is there an impact on permanent health insurance (PHI)?

A decision of the European Court of Justice in *Schultz – Hoff*, giving workers on long-term sick leave holiday carry over rights, will also affect employers who have PHI policies in place. This is because under the terms of most policies the lump sum holiday accrued pay will not be covered. So where employees are receiving PHI, employers should take legal advice regarding any early termination (but be careful as to potential claims for breach of contract). Again employers should consider the alternative and potentially easier and cheaper option of capping carry over rights under the terms of a company holiday policy.

Conclusion

The law is not satisfactory at present with areas of uncertainty abounding. The government has indicated that the Working Time Regulations will be amended but this may take time and wholesale changes to company handbooks and policies are not recommended in the meantime.

Andrew Fishleigh

Andrew Fishleigh is an experienced commercial litigation lawyer, undertaking High Court and County Court litigation on behalf of claimants and defendants and having considerable experience of the mediation process. Having begun his legal career with the Treasury Solicitor, Andrew has also practiced with DJ Freeman and Garretts in London and Reading.



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NEWS: UK

GEOFF MARTIN APPOINTED FLTA CHAIRMAN

Geoff Martin has been appointed the new chairman of the Fork Lift Truck Association (FLTA) after three years as vice chairman, succeeding Martyn Fletcher, who will be stepping into the role of Association president.

Geoff, a Director of Jofson Limited, the main Mitsubishi dealer for the Midlands and Manchester regions, has worked in the materials handling industry for 18 years and has sat on the Association's Board since 2009.

The new chairman said, "I am proud to accept this new role. Thanks to Martyn's commitment and hard work, and through innovations such as the introduction of a technical manager and our Safety Week annual awareness campaign, the Association has built up an enviable reputation. However, I think there's much more to be done. The Association is strong, dynamic and progressive and, through the development of new initiatives and resources, we will continue to raise standards – ensuring both members and the wider public receive the highest levels of service and support.

FLTA Chief Executive Peter Harvey said, "I look forward to working alongside the new leadership team of the Association, Geoff as chair, supported by the new vice chair, Andrew Woodward of Aldermore Bank plc. I have no doubt that, together, they will excel in their new posts and contribute to maintaining the quality and integrity of the Association, while developing its scope."



● Geoff Martin.



● "Paying less than the minimum wage is totally unacceptable" – Employment Minister Jo Swinson.

Workers denied minimum wage receive £4m in back pay

According to The Chartered Institute of Personnel and Development (CIPD) – the world's largest Chartered HR and development professional body – more than 26,000 workers who were paid below the national minimum wage have received a £4 million windfall, following a clampdown by HM Revenue and Customs.

The government department has announced that it investigated 1,693 employers for allegedly breaching minimum wage rules in the 2012-13 tax year.

As a result, 708 businesses faced automatic penalty charges of up to £5,000 and 26,519 employees received an average of £300 in back pay, topping up wages that had previously been below the legal minimum rate.

"Paying less than the minimum wage is totally unacceptable," said Employment Minister Jo Swinson. "Whenever we find examples of businesses breaking the law we will crack down on them." She added that setting minimum pay rates "supports as many workers as possible without damaging their employment prospects, which is why effectively enforcing the minimum wage is critically important in making sure it stays a success".

HMRC said that the majority of cases involving the abuse of minimum wage rules were dealt with using "civil penalty powers", but warned that it would take criminal action and seek prosecution for the most serious breaches. The latest action by HMRC was welcomed by trade unions, although the TUC called on the government to go further and "name and shame" guilty firms.

"As well as handing out fines, the

government must publicly name and shame all those rogue employers who knowingly underpay their staff," said TUC General Secretary Frances O'Grady. "Nearly a million UK workers rely on the national minimum wage, which has become a vital lifeline. The action taken by HMRC is a welcome step but must be the beginning of a concerted campaign that also raises awareness about the right to a legal wage among those being exploited."

"... the government must publicly name and shame all those rogue employers who knowingly underpay their staff ..."

Frances O'Grady

The national minimum wage in the UK is £6.19 per hour for workers aged 21 and over, and this will rise to £6.31 from 1 October, 2013. Staff aged 18-20 are currently entitled to at least £4.98 per hour, while the rate for under-18s is £3.68. Apprentices who are either under 19 years of age or in their first year of training are to be paid at least £2.65 per hour.

Pound Gates celebrates its 25th anniversary

More than 70 guests – some having travelled from as far away as Italy and the Netherlands – gathered at Pound Gates offices in Ipswich on 16 May to celebrate the company's 25th anniversary.

After a welcome speech by Managing Director Kevin Collins, cofounder Alan Pound took to the microphone to thank clients and staff for their support and efforts during the last 25 years.

Alan told the story of how he and his late business partner Ivan Gates had started the company back in 1988 after developing a long-standing business friendship. Alan was at Lloyds of London and often did business with Ivan who then worked as a freight forwarding agent in Felixstowe.

Kevin Collins took over Pound Gates in 2002 and has led the business through a period of significant growth. The company has grown to be a prominent commercial broker in the East of England with insurance products that attract clients from across the UK, and in the case of the tank container sector, globally.



● Kevin Collins (left) and Alan Pound cut the cake.



● Still 70 Hybrid, top counterbalance truck 2013.

International Fork Lift Truck Awards announced

The winners of the first International Fork Lift Truck of the Year (IFOY) award were announced at a presentation ceremony in Munich on Tuesday 4 June.

This year, the issues of efficiency and customer benefit were the key factors in the jury vote. All nominated vehicles are leaders in their categories, and the decision was accordingly close," said Anita Würmsen, Executive Chairman of the IFOY jury, at the presentation ceremony.

The award in the top truck category of counterbalanced trucks up to 3.5t went to the RX 70 Hybrid from Still. In the opinion of the jury, this first diesel fork lift with energy recovery system and electrical power transmission not only achieved unmatched low energy consumption during the IFOY test but also laid down a benchmark for the development of these trucks, taking the balance of ecology and economy into a new era.

Jungheinrich scooped two awards. Its DFG/TFG 540s diesel/gas machine with hydrostatic drive and a load capacity of 5t reigned supreme in the category of counterbalanced trucks from 3.5t. Meanwhile the company's ETV/ETM 214/216 reach truck won the Warehouse Truck category in what was an exciting 'photo finish'. In stating the reasons for its decision, the jury said the highly reliable order-picking

"...the winners can not only boast proudly of the IFOY Award they have just collected, but can also describe their products as 'best in class'".

Peter MacLeod

truck combines energy efficiency with excellent handling, great driving performance and a range of ergonomic features.

SHD Editor Peter MacLeod was the lone UK judge on the panel. He commented, "It was a very fair and thorough competition, and I was delighted to have been chosen to be part of the judging process. The submitted entries were evaluated on their capabilities within their sector, rather than against just the other trucks entered, which means the winners can not only boast proudly of the IFOY Award they have just collected, but can also describe their products as 'best in class'".

Lead generation service now covers all UK postcodes

Lead generation company justmovers has extended its coverage to the whole of the UK and is on target to double its client base during the next twelve months. The company is also planning to reduce prices by a further 10% as membership grows.



● justmovers now covers every postcode in the UK.

Subscribers to the justmovers website are able to download the addresses of properties in their selected area immediately they have been 'sold subject to contract' or go 'under offer', enabling them to contact the vendors to offer their services while they are still euphoric having just secured a buyer.

Other developments to the service, since its launch in April 2012, include an option to secure a region 'exclusively'. Sixteen postcode regions have already been secured on this basis. Non-exclusive usage is restricted to a maximum of three removals companies per region so as not to devalue each lead.

justmovers clients are able to target vendors using a combination of postcodes and/or districts or distance from their depot. They can also set a minimum and maximum house sales price to refine their returns.

MVL Removals in Wigan has been using the justmovers service since January. "It's still early days, but so far we've been very pleased with the leads we've had," said

Managing Director Matthew Verinder. "There can be quite a gap between exchanging contracts and the move taking place, but it's still a very efficient system. You need to send the vendor something that won't be misplaced or thrown away in the intervening period."

Lewis Risdale from Risdale's Removals in Ipswich began using justmovers shortly after the service began. "We get between three and eight leads a week depending on the time of year and our conversion rate is quite high," said Lewis.

"We're a fairly small company so that number of additional leads is quite significant."

justmovers charges subscribers a quarterly fee based on the number of leads downloaded during the period, so costs are linked directly to the activity of each client. A free 30-day trial is available to customers considering using the system. New clients also qualify for a 50% discount for the first three months.

● **For more information visit** www.justmovers.co.uk or e-mail stuart.maxwell@justmovers.co.uk.

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INSIGHT: REBUILDING CHRISTCHURCH



● Above and right: rebuilding Christchurch cathedral.

Brits dominate workers for Christchurch earthquake rebuild

Two years on from a devastating earthquake that razed much of Christchurch to the ground, the rebuild programme may still be in its planning stages but the vital labour force is gradually mobilising and around 40% of them are coming from the UK, sufficient for Anglo Pacific to feel the effect.

Jason Diggs, Anglo Pacific's Sales Director and a native of Christchurch himself said: "At an estimated cost of \$40 billion, the city's rebuild is no insignificant task and something of this magnitude will not happen overnight – especially as up to 80% of the cost is being covered by insurance, an administrative challenge to say the least. For this reason relatively few workers visas have been issued for those specifically engaged in the rebuilding of Christchurch."

Jason continued, "According to Immigration New Zealand, as at 1 April this year fewer than 1,000 workers visas had been granted to those specifically working on the rebuild, 965 to be precise, 373 of them to Brits – around 40%. However the government says as many as 15,000 extra workers from plumbers to carpenters and electricians are needed and, judging by the volume of removals

enquiries we're receiving at Anglo Pacific, the signs are that plenty of Brits will be coming to Christchurch's rescue."

"New Zealand does not have enough home-grown workers available to tackle the work required making migration essential."

Sam Atkins

The calamitous 6.3 magnitude earthquake struck Christchurch in February 2011, just a few months after a previous shock had damaged roads and homes. The death toll rose to 185 and much of the city was destroyed including its cathedral, sports stadium and tallest hotel. 100,000 homes were damaged, 7,000 beyond repair and 70% of shops,

hotels and office buildings have been demolished.

Sam Atkins, Senior Consultant from Hays Recruiting said: "As the rebuild programme takes shape, demand for construction workers and other associated professionals is fast growing, but the fact is that New Zealand does not have enough home-grown workers available to tackle the work required making migration essential. International recruitment agencies such as ourselves are working in overdrive to fill these skills gaps – either with foreigners or returning New Zealand expats. Statistics New Zealand said that Canterbury added 1,200 migrants for year-end February 2013 compared with a net loss of 3,750 people for year-end February 2012 in the wake of the quake."

However Immigration New Zealand is keen to highlight Canterbury's desire to prioritise the local workforce. Official sources commented: "Inevitably the rebuild is a political issue and there is a strong push in Christchurch to use local labour whenever possible. So whilst the rebuild is undeniably a huge task, and additional outside labour will most certainly be required, it would be wrong to suggest that this is currently a bonanza for migrant workers. Regarding the near 1,000 visas



issued so far, there is no discernible pattern on occupations. The biggest category of UK migrant is currently Insurance Loss Adjuster but there are lots of categories appearing from architect to welder and CEO to concreter."

Immigration, in conjunction with other government agencies, has created the Christchurch Hub where employers can lodge their vacancies. It is then the role of the Hub to source New Zealand residents or citizens to fill those vacancies before looking overseas, saving employers the time and effort of advertising themselves. There is also a Canterbury Skills Shortages List which highlights just some of the skilled workforce required over the next ten to 20 years including engineers, draftsmen, telecoms experts, surveyors, electricians and glaziers. Meanwhile the government is supporting young people to undertake training in the various trades.



● The team from Fox won the tournament last year.

Interdean Rugby Sevens 2013

It's time to get your teams booked in for the Interdean Rugby Sevens tournament to be held on Saturday 10 August at the London Wasps training ground in Acton, West London.

This is the sixth time the company has held the competition which, as well as being tremendous fun for all concerned, raises money for a cause that is dear to the hearts of many: Marie Curie Cancer Care.

This year, Interdean is making the event bigger and better than ever, with a tournament of 16 to 20 teams battling it out for one of three pieces of silverware alongside a wide selection of food stalls and family entertainment. The sizzling barbecue and well-stocked cake

stall will make sure no one goes hungry, and the raffle is not to be missed. Kids will be kept entertained by the bouncy castle, fire engine and sports day games – and for the adults, the massage tent is always a favourite.

Last year, Fox International Sevens took the top prize, and they are expected to be competing again to defend their title. If you'd like to put in a team and try to knock a Fox off its perch (do Foxes sit on perches?) e-mail rugby7s@interdean.com for an entry form.

Spotted at the Portsmouth Show this year

Memories of a bygone era courtesy of White & Company.



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NEWS: INTERNATIONAL

AIReS renews environmental standard

AIReS of Pittsburgh recently passed its annual audit for ISO 14001 achieving an unconditional continued approval with no negative findings.

The auditors inspected AIReS' program and environmental savings results over two days with AIReS' Quality Manager Laura May Carmack. The auditors were shown new increased efficiencies that have generated green results for AIReS including the automated ASSIST, Manager's ASSIST, and eLearning modules for all staff. These projects continue to save environmental resources for the company.

Laura said, "A big thank you this year goes out to our Corporate Information Systems department and Corporate Trainer Michelle McPeak, who jointly developed our company's new eLearning modules." The new modules cover varying facets and levels of AIReS' business and eliminate the need for expensive travel and meeting time.

AIReS first achieved ISO 14001 registration in 2007.



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● Romanian police video of the thieves in action. See www.themover.co.uk to view the full video.

Beware Romanian thieves – dangerous tactics

Hauliers are being warned about a new form of cargo crime, originating in Romania, and spreading across Europe. Increasing incidents of theft from moving trucks have been especially prevalent within Germany and Belgium.

Security organisation Freightwatch says criminals drive close behind trucks cruising on highways during late night and early morning hours. They then break or saw open the lock of the trailer and pass the cargo to accomplices standing in the bed of the tailgating vehicle. In recent years, isolated cases have been reported in Spain, Belgium and South Africa and more than 50 incidents have been officially recorded by police in the Western part of Germany (North-Rhine Westphalia) since mid-2012 alone.

Freightwatch said: "This type of criminal adaptation is likely due to the hardening of previously weak points in the supply chain. In Europe the use of secured parking areas is a common method utilised to help prevent theft. It is clear the criminals have developed new methods to target product while it is in transit. Indications are that trucks are being followed by the criminals immediately after departing the origin site. The locks are cut when the vehicles briefly stop en route, at traffic lights for instance. The thieves then wait until the trucks

"The locks are cut when the vehicles briefly stop en route, at traffic lights for instance. The thieves then wait until the trucks are on the highway before they enter the trailer and unload the boxes."

FreightWatch

are on the highway before they enter the trailer and unload the boxes."

FreightWatch recommends that drivers be on the alert for suspicious vehicles immediately after departure and to be particularly aware of the risks when stopping at traffic lights. Real-time monitoring of trailer door breaches and immediate response protocols is also recommended to mitigate this risk.

SINGLE POINT OF CONTACT IN EASTERN EUROPE

Move Alliance is a new initiative to provide professional standardised moving services in the CEE and SEE region.

The initiative acknowledges that the CEE (Central East European) and the SEE (South East European) regions consist of various countries and cultures within a small geographical area. Additionally, some of these countries are EU members and some are not, which leads to different regulations from country to country.

Adrienne Deák is the Director for Central Europe and is based in Hungary. "With over 20 years of international experience in the area, Move Alliance is a strong regional alliance that offers a standard high quality moving service. To guarantee the consistency of the standards, we execute every single job by our devoted and professional crews headquartered in two locations, Budapest and Sofia. We continuously maintain effective and quick communication throughout each moving project. We also have a strong focus on strictly moving-related tasks, such as destination, origin or local services, warehousing and fine art moves. In some countries relocation services are also provided."

The idea is to provide a consistent quality of service and fast response with single point of contact across the whole of Central and South-Eastern Europe, an area that many international movers have little experience in and do not have reliable, regular contacts. "Our aim is to become a recognised name and a partner of choice for the moving companies and networks that are not represented in the CEE and SEE region," explained Adrienne.

● For more information about Move Alliance e-mail: requests@movealliance.eu.



● Adrienne Deák speaks at the recent EUROMOVERS conference in Istanbul.

Lower freight rates might be bad for carriers and customers alike

Average global freight rates fell to a 15-month low in April, according to Drewry's new online Container Freight Rate Insight.

How long before the good times come to an end and cargo owners have to pay more to move their cargo? And while the rates remain low, is it necessarily good news for shippers?

Drewry's Global Freight Rate Index fell 12% in April to reach its lowest level since February 2012, when container shipping was still recovering from the last ocean carrier price war. The Index, which is a weighted average of freight rates across the 600 trade routes covered, excluding intra-Asia, reached a new low of \$2,065 per 40ft and has fallen 18% since the start of the year.

Pricing is now below last year's levels on over one third of trade routes and has fallen steadily on the Asia-Europe trade since the GRI of mid-March. Last week the World Container Index benchmark from Shanghai to Rotterdam fell below \$1,400 per 40ft for the first time since February 2012, shedding as much as 13% to \$1,335 per 40ft. Meanwhile, eastbound transpacific

pricing has retreated since the 1 April GRI, with Drewry's benchmark rate between Hong Kong and Los Angeles falling below \$2,000 per 40ft for the first time since March 2012 to \$1,884 per 40ft. Until shipping lines take the necessary action to correct capacity, freight rates will remain under pressure.

Drewry believes that carriers will need to remove at least two service strings from the Asia-Europe trade for rates to recover. Meanwhile the reduction in prices might not be the good news customers might expect. Simon Heaney, Research Manager at Drewry, said that carriers will be forced to curb their losses somehow. "Service quality might be forsaken as some operators might ask what benefit they get from offering reliable port-to-port services," he said. "We expect the first step to be further slowing down on ship speeds, which in itself should not lessen reliability but will lengthen transit times even more. After that, if they are still losing cash, the incentive to offer reliable services will be sorely tested."



● Ships set to slow down even more as freight rates remain under pressure.



● The AIReS team raised over \$4,000 for the March of Dimes organisation.

AIReS walks for the March of Dimes

For the second consecutive year, team members in AIReS' Corporate and Central Regional Offices participated in the Greater Pittsburgh March for Babies to benefit the March of Dimes, an organisation that helps women have full-term pregnancies and healthy babies and helps them if something goes wrong.

On June 2, AIReS' team captain Amanda Jeffries and 30 employees walked the course through downtown Pittsburgh that connects Heinz Field and PNC Park. Supported by friends, family members, and colleagues, the AIReS team raised more than \$4,000 for the cause, well exceeding this year's goal and last year's total.

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PROFILE: K.C. DAT



Fifty years for the Singapore trailblazer

The extraordinary story of K.C. Dat. By Steve Jordan.

It was Kok Chong Dat, a mover from Kuala Lumpur who, on 11 July, 1963 with his business partner Michael Lee, headed south to start a new company in Singapore. Little did he know then, but from humble beginnings the company he sired was destined to become one of Asia's most successful: a pioneer, an innovator, an inspiration to others across the globe. Its success would largely be down to the energy, enthusiasm and expertise of some extraordinary people - most notable of them, Eric Lim.

In 1969 K.C. Dat sold a controlling share to Harper Giflan Plc., a major trading company based in the UK. Eric Lim joined the company in 1975 about the time that the company was sold again to a consortium of some of the industry's most recognised characters led by Jean-Jacques Bordstedt.

Open all hours

Eric was a salesman for a company under the stewardship of Geoff Eyer as MD. Within few years he would be a shareholder and, after weathering many a commercial storm, become the majority owner. Geoff was an inspirational leader

and Eric and the other 20 or so employees were happy to work hard doing whatever was needed to achieve success. They worked from a small rented office and a single-storey warehouse in Jalan Terusan aggressively competing against some of the most iconic names in the moving industry - Crown, Smythe and North American Van Lines - all of which had much greater resources than K.C. Dat.

"We worked long hours every day, including weekends," Eric remembered. "When we got a packing job everyone would help out. We were all passionate about the business and the company grew through recommendation."

Then came a twist of fate. In 1983 Geoff Eyer, the company's driving force, had to return to his native USA due to ill health. His departure left an opportunity for Eric, having invested his profit-sharing bonuses to become a minority shareholder in the business, to become General Manager. That was, arguably, the moment the K.C. Dat we know today was born.

Eric takes control

After a further change of ownership, 1990 saw Eric mortgaging his house to raise

the funds to buy back the shares, with the help of the consortium. Later Eric managed to raise the funds needed to become the single biggest shareholder and in 2002 he gained a controlling interest. It took him 27 years but at last Eric had bought the company he loved and had worked so hard to build into a success.

K.C. Dat has many extraordinary people all contributing in their own way. People like Anne Lim, who joined in 1970 as a typist and still works for the company; Mohd Dom, Ali Moksini and Mohd Amin, packers who joined as early as 1963 and stayed throughout their working lives; Gordon Bell who joined in 1978, working in the warehouse, but was forced out of Singapore because of government regulations only to return to the company in 2004 as the Chairman of Asian Tigers; Robbie Heng, the intensely loyal GMS General Manager who has been with the company 35 years and has done every

● Above: the staff assemble; top right: the company's new home; above right: John Lim.



"Leadership makes this a good place to work. Our managers are all unique and I hold them all in very high regard."

Patrick Goh, General Manager, Relocation Services, 10 years' service.

job from sweeping the floor upwards; Ruth Loy, PA to the chairman, who has been with the company for 33 years; John Koh, Financial Director, who was the accountant for Boustead but stayed on with K.C. Dat when the company changed



hands; and John Lim, Eric's younger brother and Group General Manager. This level of loyalty is a remarkable achievement in a country with full employment.

Setting up for FIDI

The company we see today is a far cry from the old days of hardship. Eric has, himself, also become a world figure, a long way from the enthusiastic salesman of the old days. He was one of the first to recognise the opportunities of relocation, when the rest of the moving industry was hiding its head and hoping it would go away, forming ARM (Asian Relocation Management) and later LARM (Latin American Relocation Management). He was the inspiration behind Asian Tigers 14 years ago and helped to build it into one of the most powerful driving forces in the industry anywhere in the world. And, in 2006 he became the first Asian President of FIDI.

Changing times

Today the company has matured into a true world player and has had to adapt to meet the needs of a changing industry. And although the temptation to follow prices down in the face of more aggressive purchasing tactics by its corporate customers has been compelling, it has largely resisted. "We used to think that we could get a premium for our service," explained John Lim, "but the rules have changed. Cost had become a huge factor and often companies don't want all the value added, they just wanted to get the



● Left: Andrew Lee, Operations Manager; above Eric Lim and his daughter Erica; top right: Ruth Loy, Eric Lim's PA; above right: John Koh, Finance Director.

basics done cheaply. So we have had to strike a balance between the services we offer and what the client is prepared to pay. In practice, the service hasn't changed, just what we include."

The key to success

The company's tale is one of people: people with drive, energy, enthusiasm and extraordinary loyalty. That loyalty is not something that has been accidental. Employees are loyal to the company because they love to be part of it; they are proud to work for it and respect immensely the whole management team. "Our key difference is our people," said John Lim.



"I am just married to the company and truly enjoy what I do every day."

Robbie Heng, General Manager – 35 years' service

"We feel that it is the interaction with our staff that makes the difference at every touch point: reception, surveyor, move specialists, crews, quality control. We treat every client as if they are the last client we have."

John Lim stressed that everyone in the organisation is important and understands their part in the process. "The customer will not buy a jigsaw puzzle with a piece missing."



"People cross demarcation lines to do all they can to help each other. It's easy to find joy working in this company ..."

Kelvin Yap, Marketing Manager, 11 years' service.

A new home

Two years ago the company built itself a new home on its existing site. Walk into the company's new, six-storey offices and you will be struck instantly by the entrancing air of peace. At first it seems



empty, but look closer and everyone is working quietly, at work stations, with communications mainly online and only the occasional soft telephone conversation to ripple the air.

The building is little short of magnificent: open-plan, with a majestic glass staircase forming the centre piece running to all levels as if underlining the natural culture of openness, innovation, support and empowerment. It is designed and built to accommodate a rapidly growing company and provide a comfortable 'home' for the staff who have made the company what it is today. The word 'home' is not out of place here. Talk to anyone and they will speak of being part of a family, of enjoying the support of the management, and of belonging. This is a place of work, yes, but in every other respect it is a home as well.

The future

The management of K.C. Dat has rarely been short of good ideas and the company continuously gains in strength. It now has offices in Hong Kong, Taiwan and Myanmar. Relocation is providing much of the company's growth. The Asian Tigers Group, conceived by Eric, has become a true global player. And at home in Singapore the company is the market leader in the moving sector and Eric knows that it will only be through innovation that it will be able to grow further.

"The world is changing every minute and if you don't change too it will pass you by," he said. At 62 years old, and despite taking a distant back seat in the day-to-day running of the company, he has no plans to let anything pass him by. Succession in the business is secure with a dedicated and experienced team in place now and plenty of young talent waiting in the wings including Eric's daughter Erika of whom he is immensely proud. After 50 years of success, the future looks rosy.

NEWS: INTERNATIONAL

SPANISH GOVERNMENT HITS PROPERTY MARKET

It looks as though the policy makers in Spain are making it even more difficult for foreigners to buy property in the country.

In one move, for example, the so called 'Golden Visa' that entitles non-EU property investors to get a residence visa will only be available for people spending €500k or more instead of the €160k threshold expected. Apparently when the initiative was announced last year there was a flood of people making enquiries about buying in Spain however almost all of them were planning on spending less than €500k. This measure has all but stopped any benefit the 'Golden Visa' would have brought.

It is also alleged that the Spanish government is planning to ban holiday rentals in a move aimed at protecting the hotel industry. This has already come into force in the Balearic Islands where property cannot legally be rented to tourists. This has a potential knock-on effect on the number of people wanting to buy property in the first place.

Finally, the government requires overseas residents with over €50,000 assets abroad to declare what they own abroad. Some might consider this to be an invasion of privacy and an obstacle to taking up residency in Spain.

None of the above seems to be good news for the very competitive moving business in Spain.



● The Spanish government may be planning to ban holiday rentals.



● St. Jude Children's Hospital.

O'Neil Software supports St. Jude Children's Hospital

O'Neil Software has chosen St. Jude Children's Research Hospital as its new charity partner.

The hospital specialises in finding cures for children with cancer and other deadly diseases worldwide.

The company will be sponsoring the hospital at its oneilPartner™ Conference this September in Huntington, California.

"A top priority for us is hosting an event that not only will inform our valued customers as to how to make use of technological advances in records storage and management effectively, but also demonstrate a strong commitment to St. Jude Children's Research Hospital and help those less fortunate," said Ian Thomas, Executive Vice President of O'Neil. "So it's our intention, through our conference, to help educate our customers as to how they can become the future leaders in their industry, as well as help St. Jude remain funded during these tough economic times. I'm certain that this year, our attendees will go on record again, displaying true

"I'm certain that this year, our attendees will go on record again, displaying true generosity."

Ian Thomas

generosity."

St. Jude Children's Research Hospital owes its existence to a prayer and a promise made by Danny Thomas, a popular American entertainer. Almost 70 years ago, as a struggling young entertainer he knelt in a church and prayed to St. Jude Thaddeus, the patron saint of hopeless causes: "Help me find my way in life and I will build you a shrine." That simple promise and his later success as a television star led Danny to found St. Jude Children's Hospital, which opened in 1962.

Move One Dubai confirms quality

Move One in Dubai has announced the successful certification of its quality management, environmental management, and occupational health and safety management systems. The company met the requirements of ISO 9001, ISO

14001, and OHSAS 18001 in the areas of project logistics, heavy lift, moving, relocations, and pet transportation.

"We're continually looking for ways to enhance our value chain," said Andy Taylor, Product Manager of Moving Services. "We recognise that the most effective means of customer satisfaction is a quality product and the certification was a means to reinforce that commitment."

KAE International Movers sponsors The Penny Marathon

EUROMOVERS member KAE International Movers is to sponsor the 2013 Penny Marathon to be held in Athens on 14 July.

The event, which is now in its second year, aims to raise awareness of the plight of stray and abused dogs and cats in Greece and beyond. A parallel event will also take place in Sydney Australia highlighting the fact that animal neglect and cruelty is a worldwide problem.

The Penny Marathon, named in memory of a small stray dog who died of neglect and hunger in Athens, first took place in July 2012. A small group of passionate animal lovers ran and cycled the 42km from Marathon to Athens on the hottest day of summer. "We never expected people to get behind the marathon as much as they have," said organiser Ellie Prodromou, from Sydney. "The idea to run the original route in Greece in summer was a way to get friends and family to donate a modest amount to help animal shelters pay some bills."

Once word got out, Ellie and her sister, Pep, were joined on the day by other runners, as well as cyclists and a host of volunteers in Greece who wanted to contribute in some way. The 2012 marathon was completed in 4.5 hours, and the team was invited to cross the finishing line at Kallimarmaro Stadium, the site of the modern Olympic Games.

In addition to raising awareness of adoption and neutering programmes and educating the public about acceptable behaviour towards companion animals, The Penny Marathon is a way to honour the work of volunteers who step up where inhumane or apathetic systems fail.

These issues hit home for Ellie when she worked as a journalist in Europe. "There are stray cats and dogs on every street corner in Greece, trying to get out of the cold or find some food. And beyond the indifference and neglect, there's also the abuse and brutality," she said.

● For more information visit The Penny Marathon on Facebook.



● Despina and Eleftheria Prodromou.

First real-time tracking freight exchange goes live

A company called shipntrak has recently announced the launch of the company's new subscription-free online freight exchange at www.shipntrak.com.

Powered by global vehicle tracking company Simplytrak, shipntrak claims to connect shippers and hauliers on a subscription-free auction style platform. It enables subscribers to match cargo with available space and allows live tracking of the cargo from pick up to delivery, a first for online freight exchange systems.

Based on an easy-to-use online bidding system, shipntrak reduces costs for shippers by providing a platform to register items that need to be delivered and creating a competitive environment to source hauliers. shipntrak also provides an additional revenue stream for hauliers by enabling empty vehicles to be registered and loads placed on what would otherwise be unprofitable return journey legs. Through a filtering system, relevant loads can be matched with suitable vehicles based on location, route

and transport conditions.

The system can be utilised without any additional tracking hardware fitted to vehicles. Installation of the shipntrak app on any GPS enabled Android/iOS device enables shippers to track their loads in real time and assists hauliers in vehicle management as well as providing an accurate delivery time to the receiver. This service is subscription free, allowing both frequent and infrequent shippers to make the most of the features and allowing hauliers to optimise revenue opportunities.

In an interview with *The Mover*, Ehab Allam from the company said that they had already identified household and personal effects as a specific commodity within the service and would be expanding the use of smaller vehicles in the

● Below: shipntrak provides a platform to register items that need to be delivered.

future that were running out or back empty and could be used by the industry. Ehab also explained that the system will be enhanced in the future so that the availability information can be provided directly to users via the GPS.

Ehab Allam, Managing Director of shipntrak commented: "We are delighted that shipntrak is now live and are looking forward to

introducing the system to the logistics community. We are very proud to be offering the only online freight exchange to incorporate real-time vehicle tracking, assisting hauliers to maximise the potential of return loads and shippers to determine the best price for their load."

● For more information visit www.shipntrak.com.



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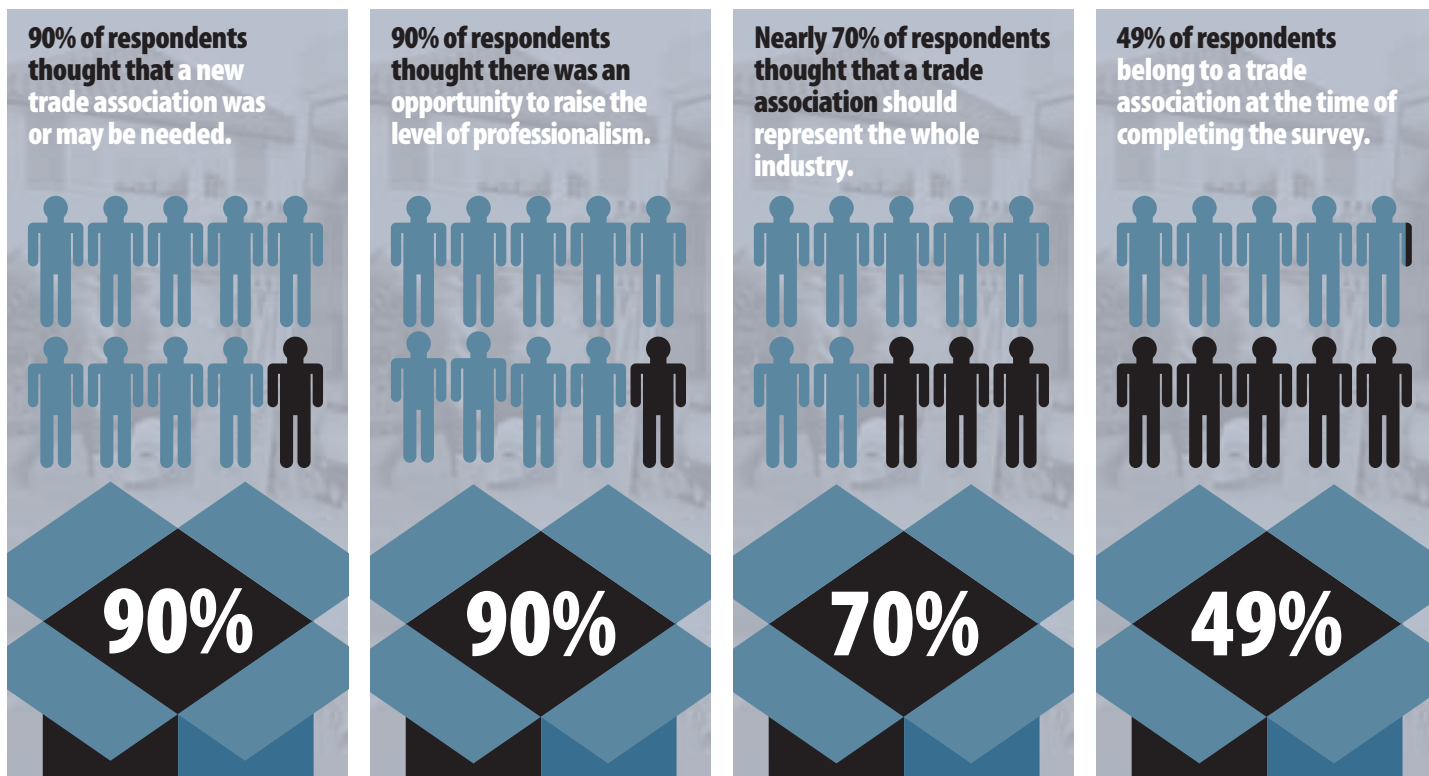


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SURVEY: NEW TRADE ASSOCIATION

Do we need a new UK trade association?

There has been plenty of speculation of late that a new trade association for the UK moving industry is brewing, but it does now appear that the rumour is set to become a reality in the very near future. By Steve Jordan.



The Alliance of Independent Movers (AIM), a new trade association and training academy, is poised for launch. Its objective, it said in a recent press release, is to help the industry raise standards, minimise or eliminate industry issues (whatever they might be) and help movers to achieve their own goals by promoting themselves as high-quality professionals and tackling what it believes to be poor customer perception.

The organisation is remaining a little secretive for now and is not prepared to reveal the team that's driving it. It is, however, in the process of running a survey to see exactly what the industry wants and expects from a trade association. So, do you think we need a new trade association? Now's your chance to have your say!

Results so far show that over 90% of respondents to the survey acknowledged that a new trade association is or may be needed; over 90% of the survey respondents indicated that they agreed there was opportunity for raising the level of professionalism for the mutual benefit of themselves and their

customers. Apparently, nearly 70% think a trade association should represent the whole industry and currently 49% do belong to a trade association at the time of completing the survey.

Matt Faizey from M&G Transport, is not someone who is backward in coming forward when it comes to voicing his opinions. "Any form of competition entering the TA marketplace can only - if well grounded and with a quality, viable product that holds members and the public's interests at heart - serve to benefit the industry as a whole. However, it should ensure its ears are open at all times, and that its intentions are always honourable towards movers, and for the professional furtherment of a trade which we all love and desire to see attain a higher, and more widely recognised status among the public."

The press release says that AIM recognises that it will have a battle on its hands in the face of what will undoubtedly be fierce competition and what it acknowledges is an apathetic attitude of some movers who just don't think change will ever happen. In my experience people in the moving industry are

anything but apathetic, what they need, however, are clear benefits and good value. It remains to be seen whether the new organisation will come up with the goods.

According to AIM, their mission is to "act fairly, reasonably, respectfully and ethically and their cause is to create a system that works well for all movers, regardless of size, experience, capability or knowledge". That's a laudable aim however it remains to be seen exactly how that can be achieved and how the enthusiasm of the 'still masked' organisers can be maintained without an overwhelming commercial interest.

If there is an attractive financial incentive for the organisers it will be very interesting to see whether the industry is prepared to give its blessing. If the benefits of membership are worthwhile, I would hope the industry would be

sufficiently enlightened to allow those who have had the initiative and put in the work to make a decent living.

The great danger, however, is that AIM (awfully close to the mighty IAM by the way) gets bogged down in its own existence and takes its eye off the ball when it comes to customer service. I have seen it many times. Once you start talking about membership criteria, quality control inspections and matters of 'committee' it's a fast and slippery slope on the way down to irrelevance unless you have the infrastructure and commitment to make it work. If you want my advice chaps, whoever you are, keep it as simple as you can and never lose sight of who pays your wages.

You can take part in the new Alliance of Independent Movers survey at <https://www.surveymonkey.com/s/NEW-TRADE-ASSOCIATION>.

@ Comment

What do you think? Is this initiative long overdue or a complete non-starter?

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REPORT: OMNI 2013 CONFERENCE



Conference OMNI style

It was at the splendid Hermitage Hotel in Monte Carlo, just around the corner from the world's most famous casino and looking down upon the world's most exciting motor racing circuit, that OMNI (Overseas Moving Network International) held its annual conference in May.

The OMNI conference is unlike any other in the moving calendar. It has not many more than 100 or so delegates; but numbers are not what matters at OMNI. It is a gathering of the senior management and owners of some of the world's leading mobility companies who come together to discuss business, yes, but more importantly, to build and maintain relationships with friends. Business cards are all but redundant at OMNI. Even newcomers, there to make their presence felt, soon realise that it is a gentle place in which the normal rules of networking do not apply. Hang back, listen, soak up the

environment and, in no time at all - you belong, and always will.

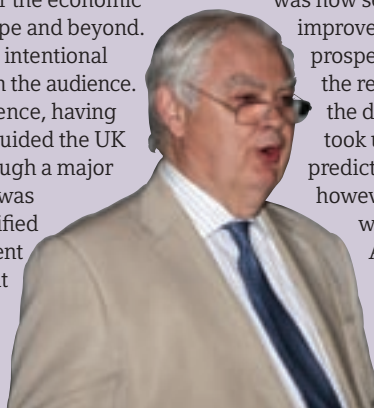
Predicting the future with Lord Lamont

The business meetings at OMNI are held in one room; virtually everyone attends. No side meetings, one-to-one interviews or private corporate entertaining. The OMNI people do everything together: work and play. The theme for 2013 was economics and finance. The opening speaker was none other than Lord Lamont of Lerwick, more familiar to Brits as Norman Lamont, the UK's Chancellor of the Exchequer (Finance Minister) in the early 1990s. He delivered a remarkably amusing speech, first commenting on the impossibility of

economic forecasting - it was like "looking for a black cat in a dark room and the cat isn't there," he said, quoting the Russian Finance Minister - then proceeded to make his forecast for the economic future of Europe and beyond. The irony was intentional and not lost on the audience. But, in his defence, having successfully guided the UK economy through a major recession, he was uniquely qualified to pass comment on the one that has been with us for long enough now.

Sadly Lord Lamont did not have much solace for Europeans although he did give praise for the way in which the US economy was beginning to emerge from the darkest days and was now set on a path of improved fortunes. That prosperity would underpin the rest of the world until the developing nations took up the baton, he predicted. In Europe, however the problems were more severe. Any bailout plan for the Euro would require the

● Lord Lamont.



OMNI at rest

Despite the opulence of the setting, and the modest numbers, the OMNI people know how to enjoy themselves. The conference started and finished with dinners in the hotel: the final night including a little play (but very competitive) gambling to mirror the culture of the location. Party night came in-between with the local members, Interdean Paris and Grosipiron, sponsoring a night out at a

nightclub. But in typical OMNI style this was not just any night of bopping. OMNI took over the whole of the famous Jimmy's nightclub with spectacular entertainment in the form of a high-speed dance routine and lightshow that previously had graced the closing ceremony of the Paralympics in London. Not your average night out but, then again, nothing at OMNI is ever average.



REPORT: OMNI 2013 CONFERENCE



countries most likely to need financial help to rescue themselves and Germany, the one country enjoying economic strength, did not fundamentally believe in bailouts. His prediction was that Germany will continue to do just enough to avoid the euro and the Union from breaking apart and the whole continent would be locked into a period of marginal growth for some years to come. It was an entertaining, incisive and enlightening performance if not being particularly encouraging to many of those in the audience.

Financial vetting

Until last year FIDI membership (and, therefore the FAIM quality standard) was a requirement of OMNI membership. That rule was, however, relaxed in 2012 leaving OMNI needing an alternative method of ensuring, as far as possible, that its members are financially secure. The changes made to the FAIM Standard in this respect, removing the need for independent financial

vetting for other than new FIDI members, made the problem all the more acute. However the OMNI meeting saw two presentations from Dun & Bradstreet - first from Dr. Warwick Knowles, the company's Deputy Chief Economist, followed by Mark Preston, Head of Scoring and Analytics - that clearly illustrated how the company could provide the necessary financial information on prospective new members if necessary, in an efficient and economic way. At a subsequent AGM, the OMNI guarantors approved in principle the concept of using a company such as D&B to handle financial vetting of its membership.

Bengt Jonsson joins the OMNI Board

Bengt Jonsson of Alfa Quality Moving in Sweden has been elected to the Board of OMNI (Overseas Moving Network International). The OMNI Board consists of six members each representing a specific global region. Bengt represents the European region. He replaces Nick Kerr from DT Moving who has served on the

OMNI Board for nine years including periods as the network's president and treasurer.

Bengt joined the Board at the OMNI conference in Monte Carlo where he also won the greatly coveted Paul Mason Trophy as the winner of the OMNI golf tournament squeezing in with 40 Stableford points, one ahead of Bill Lloyd from Asian Tigers in Indonesia.

Graebel takes platinum honours at OMNI

Graebel Movers International from the USA took OMNI's 'top booker' award once again this year having shipped over 20 million pounds of traffic to other OMNI members during the year - in round figures that's close to 3,000 20ft containers - a remarkable achievement, yet one that the company has repeated almost every year in recent history. OMNI companies are encouraged to trade within the network as much as is practical. Every year the organisation awards honours to those from each region who head the league table and to those

● From far left: the board and delegates; Warwick Knowles; Mark Preston; OMNI President Charles Luyckx; attentive delegates; tonnage awards; Simon Mason presents Bengt Jonsson with the Paul Mason Trophy as the winner of the OMNI golf tournament; Bill Graebel accepts the Platinum Award as OMNI top booker from Charles Luyckx.



companies who have significantly improved their contributions. Other regional winners this year were: Trafimar Relocations Services - Central and South American Region; Elliott International - Africa and Middle East Region; Asian Tigers Mobility - Singapore - Asian Region; TEAM Allied - European Region; and Wridgways The Worldwide Movers - Australian Region. Top improvers included: Bolliger in Italy; Ziegler Relocation in Belgium; and Voerman International in The Netherlands.



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REPORT: FIDI 2013 CONFERENCE



● Left: Rupert Morley, FIDI President, hosts the business meetings.

good from bad, actually they don't matter much. The warmth of the welcome from the Greek and other Mediterranean FIDI members quickly warmed the coldest airport-worn heart and anyway, FIDI is a place to work: nobody was there for the food or a comfortable bed. Most importantly, the reception area was an ideal rendezvous place and not too large that delegates couldn't find their contacts for the conveyor belt of meetings.

The warmth of the welcome from the Greek and other Mediterranean FIDI members quickly warmed the coldest airport-worn heart and anyway, FIDI is a place to work: nobody was there for the food or a comfortable bed.

FIDI CONFERENCE 2013: AN INDEPENDENT VIEW

In May I was invited to the 2013 FIDI conference in Athens. It was a privilege to be invited as, I suspect, the first independent journalist in the organisation's 63-year history. My job, to give an objective view of the conference, its speakers, its social events and, as far as is possible from an outside position, what FIDI is doing for its members. By Steve Jordan.

So, what did I think of my first FIDI conference for 27 years? Well, firstly I need to try to block out inevitable memories of my last attendance in 1986 at the Sydney convention. That was held in the sumptuous Regent Hotel in Sydney, I was young and thin, and the world was a different place.

Today we live in more modest times. The conference hotel was business like, the meeting room excellent, and the food plentiful and enjoyable if a little repetitive. It was, however, a very long way from Athens and seemed to be hidden down a residential back street (apparently quite a well-to-do one) which wouldn't have filled the delegates with enthusiasm as they arrived. The rooms too, were reported as being a little basic, especially in the overflow hotel across the road however, as it appeared that few people spent any except essential time in their rooms, it shouldn't have made much difference to them.

And the truth is that although we use these rather superficial ways to judge

SPEAKER:

Michael Jacobides

Associate Professor of Strategy at the London Business School.

Michael talked about being one step ahead. How today's companies need to run quicker to stay in the same place and how they need to understand the whole ecosystem in which they operate to avoid getting left behind. He said that companies often think they are being different, innovative, when in fact they are just tinkering. "We think we are satisfying customer needs, but they don't agree," he said. "The problem is other people have already figured it out."

He warned that many companies had become successful by being good at what they do, but the world had changed around them. They needed to work on differentiating what they do and making themselves irreplaceable. "Be the one along the value chain that guarantees and shapes the customer experience," he said.



The social events were well attended – which is more than you could say for the business meetings, but more of that later – with a generous flow of everything essential to a good time. Notable indeed was the Mediterranean party night at a local restaurant courtesy of the Mediterranean members who worked very hard, successfully, to get and keep the party started. It was a cavernous place, but to accommodate such a big group it had to be, yet beautifully decorated and with a stunning sunset as the floor show to start the evening. When the Greek music struck up though it had the effect of driving people out of the back door and onto the dance floor in equal numbers. Those with hearing left on the early busses; the dancers (and the deaf) were reported to be still there at 4:00am. I never did understand why bands don't have the ability to be loud enough to get the juices flowing without completely stopping conversation in those that do not have a love affair with the disco. Maybe I'm just getting old.

The business meetings were disappointing, not because of the presentations which were excellent, but because of the general lack of an audience. Considering there were 600 delegates, to struggle to get 100 in to see someone who is likely to provide sufficient food for thought to feed the heartiest strategic appetite (see panel) was not encouraging. One of the speakers, for example, Peter Economides, a brand strategist, had possibly the most resounding message of the conference: "People do not buy what you do, they buy why you do it". The hundreds locked in interminable meetings, too busy to go to Peter's presentation, were frantically selling what they do and wondering why nobody was paying them a proper price. If they had just invested one hour to listen to Peter they might have

looked at things differently, changed their message, gone to the beach and made more money. Very sad.

FIDI President Rupert Morley presided over the business meetings. Although Rupert did a good job I always think it's a mistake for the boss to host his own show. It doesn't reflect well on an organisation as prestigious as FIDI to have the president being quite that hands-on. A facilitator next time would add greater professionalism to the whole proceedings and release the president from what can be a difficult, terror-inducing role for some.

FIDI has recently launched its new FAIM Quality Standard 3.0. It is claimed to be easier, more efficient and cost-effective. I have no reason to believe that it is not all of those things but a key element of the new Standard is the removal of the minimum standards for financial security for other than new applicants. Instead, FIDI hopes that its Slow Payer procedures, that require companies to report invoices that have remained unpaid for 90-120 days or lose their entitlement for compensation under the PPP scheme if that company goes bust, will do the job instead. It says that relying on accounts which can be up to 18-months old is unreliable; using the Slow Payers list will give an early warning.

The business meetings were disappointing, not because of the presentations which were excellent, but because of the general lack of an audience.

SPEAKER:

George Pagoulatos

Professor of European Politics and Economy at the Department of International and European Economic Studies, Athens University of Economics and Business.

How did the European financial crisis come about? George said that the union was deficient from the start; there was no integrated structure of supervision; it had very loosely coordinated policies; and macro-economic imbalances were ignored. The AAA countries of the north grew strong by exporting to the south; the south paid for the exports by borrowing from the north thereby accumulating unsustainable current account deficits.

The Eurozone was unprepared for the crisis; it did not predict it. Countries entered on the understanding that there was no default, no bailout and no exit. Clearly unsustainable. "It was always expected to be work in progress; the union would be completed by any crisis. But the gravity of the crisis was not predicted. We cannot go back. We can only go forward together."



SPEAKER:

Aristos Doxiadis

A private equity and venture capital professional based in Athens

What happens to people's lives when they have a sudden, dramatic drop in income as has been experienced in Greece recently? There is more graffiti: a sign of a loss of respect in the community. There are more destitute people, many of whom are clean-cut individuals now lowered to scavenging. Unemployment has risen to 27% (50% for the young). Many people cannot afford heating fuel and have resorted to collecting wood in the forests. People go from anger, to depression and on to a quiet adjustment.

The way out for Greece? Greece is traditionally a country of small companies and self employed people who do not trade with the outside world. In Aristos's opinion, if just 15% of those micro businesses could learn how to trade internationally, Greece's problems would be largely solved. "And the moving industry will be among the first to see the change," he said. "When you see engineers, teachers and lawyers coming back to Greece, you will know we are on the way."



Well, I don't quite get it. Companies that pay slowly are not necessarily, financially insecure. Some of the largest companies in the business take forever to pay their bills but they are not likely to go bust any time soon. Similarly, a company that pays quickly might be highly principled and broke. But the real reason I can't see it working is that I don't believe enough companies will report their best customers for slow payment; they will just call them and sort out the problem one-to-one. There is also the question of disputed invoices which might not be easy to identify. I know that nobody cares much what I think but the chat in the bar suggests I'm not alone. I hope it works, but I doubt it will unless



● Above and bottom: traditional Greek entertainment was laid on by FIDI.

somehow FIDI manages to establish it as part of the culture of FIDI membership; if not, it might have to think again soon.

Errol Gardiner from New Zealand Van Lines has taken over as FIDI President. A different helm will undoubtedly steer the ship in his own way in the future and it will be interesting to see the changes he makes in the next two years (see page 30). In a milestone decision, FIDI has also elected its first

female Board member in the shape of Ebru Demirel from Asya Nakliyat in Istanbul (see page 32). She is a woman of considerable talent and experience and will probably have the measure of that particular male-dominated environment in pretty short order. Could we be just a hop and a skip from the first female FIDI president?

In conclusion, the FIDI conference in Athens was well run by the FIDI staff both in the approach and during the event. It was well attended, enjoyable throughout and, according to reports, profitable for those with business to exchange. It was also a most prolific networking opportunity for those with the »



REPORT: FIDI CONFERENCE 2013**ORPHEE BEINOGLLOU –
ATHENS MOVER**

With all the world's FIDI members descending on its town for the conference, Orphee Beinoglou took the opportunity of showing off its new facility in Elefsina.



● Top and right: the impressive Elefsina facility; above: visitors were encouraged to sign the 90th anniversary mini-truck; below Orphee accompanied by Luis Silva, Unipack in Chile.

The company moved into the premises in 2009, closing three of its six other warehouses in the city to consolidate operations and moving its old offices in Syngrou Avenue, along with its art collection, to the new premises.

The facility is truly outstanding with 3,000m² of offices (bigger than most moving companies' warehouses) and a 41,000m² warehouse built on a plot of land that's twice the size. The warehouse has 62 (yes sixty-two) loading docks all monitored day and night by 180 CCTV cameras and special fire detection and burglary security systems. There is also a special temperature and humidity controlled area for artworks and collections. The warehouse is TAPA FSR Level A certified, the accreditation for high security warehouses.

In the peak season there are 200 vehicles loading every day for deliveries in the Attica area: the greater Metropolitan area of Athens. Deliveries take place daily and trucks



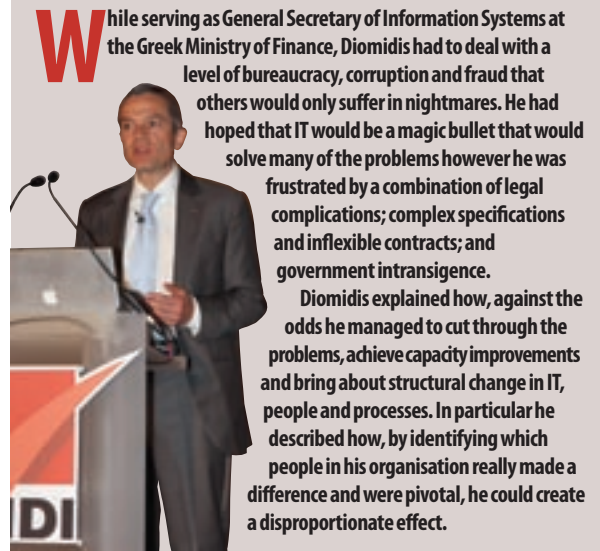
are loaded early in the morning to avoid traffic. At the same time the warehouse receives between 3,000-4,000m³ of inbound goods every day. 300 people work on the site.

The company says that moving to the new site provided it with the opportunity to be able to rapidly adapt and expand in many ways, especially for big contracts where customers expect large storage areas as well the synergy of Human Resources.

The open day during the conference included food, drinks and a conducted tour around what must be one of the most impressive facilities in the business. The reactions were all cross between awe and envy, but everyone had a great day out.

SPEAKER:**Diomidis Spinellis**

Professor at the Department of Management Science and Technology at the Athens University of Economics and Business.



While serving as General Secretary of Information Systems at the Greek Ministry of Finance, Diomidis had to deal with a level of bureaucracy, corruption and fraud that others would only suffer in nightmares. He had hoped that IT would be a magic bullet that would solve many of the problems however he was frustrated by a combination of legal complications; complex specifications and inflexible contracts; and government intransigence. Diomidis explained how, against the odds he managed to cut through the problems, achieve capacity improvements and bring about structural change in IT, people and processes. In particular he described how, by identifying which people in his organisation really made a difference and were pivotal, he could create a disproportionate effect.

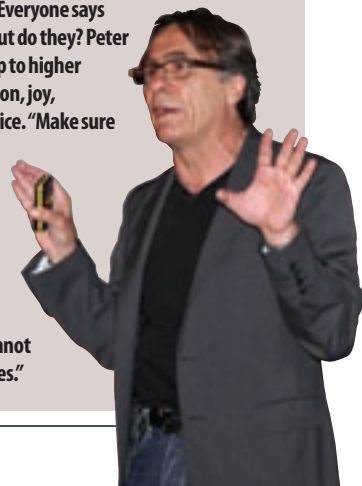
» energy – many were running on empty by the end. The FIDI Board wanted to achieve a quintessentially Greek conference and, with the Greek food, exclusively Greek speakers and enthusiastic support of the local members (they must have been exhausted) with their Greek entertainment right down to the carnation throwing, it was a success. It was a shame that more delegates could not drag themselves away from the cut and thrust of agent meetings to take a more active part in the plenary meetings. In that regard is the FIDI conference becoming so much like IAM as to be indistinguishable other than in size and location? I wonder.

SPEAKER:**Peter Economides**

Brand strategist; owner and founder of Felix BNI in Athens.

Peter's mantra was "People don't buy what you do, they buy why you do it". He urged people to work with both the left brain (what you do) and the right brain (why you do it). "Business needs a holistic approach," he said. Everyone says that they satisfy customer needs, but do they? Peter said that companies should jump up to higher values: fullness, simplicity, perfection, joy, uniqueness, beauty, truth, and justice. "Make sure you deliver on these."

Peter also talked about branding. "Branding is not a logo," he said. "It is every single little thing that you do and that you don't do; everything you say and you don't say. My dog has a brand, if he bites he's a dangerous dog, the brand cannot change unless his behaviour changes."





PARTY NIGHT IN ATHENS

The FIDI Mediterranean night party was, as the whole of the FIDI conference, a typically Greek affair. As the sun went down over the water, so the temperature rose on the dance floor for those with the inclination to perform and the carnations flew. Rumour has it that the plug was finally pulled on the sound system around 4am with the sun about to rise again and the Greek members, who had organised the whole event, running on empty.



PROFILE: ERROL GARDINER



FIDI: new president – new beginning

Errol Gardiner became president of FIDI at the Athens conference. Already serving as vice president he expected to inherit, but the top job came a year early when Rupert Morley retired, for family reasons, after just a single year in office. Steve Jordan asked him about his role, and his ideas for the organisation.

With Rupert's unexpected retirement from the presidential role, Errol had to accelerate his plans and adjust his duties at his company New Zealand Van Lines, to make time to perform a very hands-on role at FIDI. "It will be a difficult combination," he admitted. "But I have some senior staff who are very good and I'll have to learn the art of delegation I guess." Errol doesn't expect a big escalation in the travelling requirements of the role from his time on the Board to date. "There are four Board meetings a year, two of which are back-to-back with conferences and I expect to have at least weekly phone conversations with Michael [Cassiers, the FIDI general secretary]," he explained. "I do want to schedule some time each day for FIDI that will enable me to be both reactive and proactive." Errol sees the role both as president and on the FIDI Board generally as a very active process. He also recognises that, in Rupert, he has a hard act to follow. "The last couple of years have been interesting as Rupert is a very strong leader who has led from the front. It has been an inspiring and challenging time on the Board under his leadership. But I am a different person, so we'll be changing the emphasis a bit. I would like to see all the Board

"...I am a different person, so we'll be changing the emphasis a bit. I would like to see all the Board members becoming as proactive as possible." **Errol Gardiner**

members becoming as proactive as possible." One positive development, according to Errol, is that the FIDI office has been strengthened in terms of numbers and quality. "Costs have not necessarily gone up as we have brought in-house some services that were previously outsourced. We have some new people joining us from outside the industry. Although they have a learning curve to negotiate they do bring a fresh perspective. Also the average age is coming down a bit and that can't be a bad thing. We have a very good secretary general who is assembling a strong team around him that will enable him to delegate more. So I would see that he and I would work closely together and bounce ideas off each other. That will give better quality productivity from the office as a whole."

Asked about his opinion on the new FAIM 3.0 and the increased reliance on slow payers reporting to provide financial discipline, Errol acknowledges that some people will be reluctant to report their customers. He points out, however, that companies have to make a decision. "In the past we were only seeing the tip of the iceberg. Now, if companies don't report their slow payers after 90 days and allow FIDI to gently encourage the customer to pay, they will lose their rights under PPP. Either you want to take advantage of this system, which is a good payment protection insurance, or you don't - you take the risk. In business you have to make commercial decisions. This is totally objective, totally dispassionate: do I want protection of my debtors and if I do, am I prepared to accept the risk of upsetting a customer?" Errol has already made the decision as far as his company is concerned: "We are going to do it."

The FIDI presidency is very much work in progress. "There are some initiatives that we have been working on for some time so I will continue the momentum on them." One such initiative, perhaps surprisingly, is the DSP programme that was shelved a couple of years ago. "People don't want DSP as an element of FAIM but we have a programme there, it's a tool and there are companies

"People don't want DSP as an element of FAIM but we have a programme there, it's a tool and there are companies that could well be interested in it." **Errol Gardiner**

that could well be interested in it. We'll probably make it available free to encourage people to participate. Although FIDI is a moving organisation at the moment there is no question in my mind that we can't continue to follow that narrow track. Even if it's just a couple of toes in the water that's better than having our heads in the sand. FIDI needs to continue to evolve." I interviewed Errol at the FIDI conference in Athens. Although an organisation like FIDI will always have its critics, the conference was in full swing and everyone seemed in a positive mood despite the difficult trading conditions in recent years. There can be no doubt that, though never perfect, FIDI is still held in high regard by its loyal members. Under Errol's guidance, the organisation looks to be in safe hands for the foreseeable future.

EU AGREES SCOPE OF NEW DIGITAL TACHOGRAPH LEGISLATION

It was announced recently that a deal has been reached between the European institutions on a new EU regulation on digital tachographs. FTA Brussels has been intensively involved in shaping and influencing this legislation and, specifically, in overturning a series of overly restrictive and burdensome clauses.

The main points include: retaining the threshold for use of digital tachographs at 3.5 tonnes, the European Parliament had wanted to lower it to 2.8 tonnes; on retrofit requirements, all vehicles on international journeys will need to be equipped with a compliant tachograph 15 years after entry into force of the regulation, Parliament had wanted full fleet retrofit by 2020; finally, the European Commission had tried to ban those that fit tachographs from performing workshop activities as well, instead member states will have to prevent a conflict of interests between those who fit tachographs and maintain vehicles.

The EU is also expected to clarify the law on letters of attestation, an issue where FTA has highlighted the fines its members have received as a result of differing approaches between member states. The new regulation should enter into force before the end of 2014 and most of the provisions will apply two years after that; the market will have to begin to supply compliant devices 36 months afterwards.

Clear guidance needed for Careless Driving penalties

Following the news that the Department for Transport intends to go ahead with making Careless Driving a fixed penalty offence, the Freight Transport Association (FTA) has called on the government to issue clear, transparent guidance to police forces in identifying careless driving.

The FTA responded to the government consultation on these issues in August 2012 stating that it was important to have a system in place that makes the process of dealing with motoring offences less time consuming for the police. Such a system would encourage more offences to be pursued rather than the very time consuming and costly process of taking drivers through the courts.

The Association supports the new approach to the enforcement of careless driving and agrees that it should be a fixed penalty offence. The Fixed Penalty Notice system is more likely to have a greater deterrent effect due to the likely increased insurance costs that offenders will also face.

Malcolm Bingham, FTA Head of Policy for Roads said, "The review of fixed penalty levels was long overdue and we believe that the new levels will better reflect the severity of the offences covered. It is important that fines provide a real deterrent to illegal behaviour and encourage greater compliance with road safety laws which are in place to ensure the wellbeing of all road users. While calculating inflation over a 12 to 15 year period is a mathematical issue it becomes difficult to convince the public the



● The FTA agrees that careless driving should be a fixed penalty offence.

large increases are in line with inflation. We therefore would support a better system of review of penalties say on a two-yearly basis." The new bandings will be:

Band	Current penalty level	Penalty level after changes
1	£30	£50
2	£60	£100
3	£120	£200
4	£200	£300

Graduated fixed penalties for commercial and PSV vehicles will also be increased to match new levels set in fixed penalties.



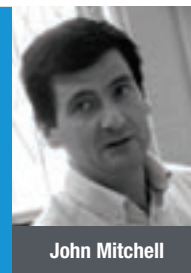
Route planning with lorry-ferry routes everywhere in Europe

The PTV Group and Transcamion Schifffahrtsagentur GmbH sealed a cooperation agreement at this year's transport logistic trade fair in Munich on 5 June. In future, data on ferry links from all over Europe will be integrated into PTV's logistics software. This means users will have access to precise information about departure times, waiting times and journey times – an important step on the way to comprehensive intermodal route planning.

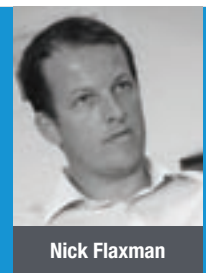
The benefits for Transcamion customers include more than 1,300 lorry-ferry links over more than 500 lorry-ferry routes and the latest Europe-wide overview of ferry services.

To start with, the ferry routes will be included in version 3 of the cloud-based route planner PTV Map & Guide Internet, which will be launched in September 2013 and will later be added to other logistics products. Users will be able to consult detailed information about ferry links and access Transcamion's booking pages directly from the software. Exact ferry timetables will gradually be included.

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INTERVIEW: EBRU DEMIREL



● Ebru Demirel.

Ebru Demirel: first woman on the FIDI Board

Ebru Demirel became the first ever female FIDI Board member at the FIDI conference in Athens. After over 60 years many would say "about time too". Steve Jordan caught up with her to discuss her work in the industry and her thoughts on taking up her new role.

Ebru Demirel runs Asya Nakliyat International Movers in Turkey, with her two sisters Hülya and Banu. The company was started in 1963 by her father, İlhan but the girls were being groomed to take over the company from an early age. "Our father never put us under any pressure to join the company," Ebru explained, "it was always our choice." Nevertheless they did prepare well for a lifetime in an international business: all studying English at school; Hülya also learning Italian; Ebru, German; and Banu, French.

Their father has always worked at the company's Ankara office. Ebru moved from Ankara to Istanbul in 1996 and now takes care of relocations; Banu also made

the move to Istanbul four years ago to run the fine arts division; and Hülya, who has now been in the industry for 21 years, joined her sisters three years ago to handle the moving side of the business.

Ebru and her sisters have achieved success in what is undoubtedly a male-dominated industry. But she does not believe that it has been a disadvantage, on the contrary, there have been some benefits. "Some think managing high-level negotiations as a female is difficult but I think this is not the case. If you have an opportunity you either take it or you don't. Don't blame anyone else. Being a female in the moving industry has many advantages. The boss of the house is usually a woman so it's easier to maintain

a close contact. HR and the relocation industry is mainly female. There is no excuse for a woman not getting on in this industry. In many cases, being a woman has helped me."

Speaking about taking up her role as a FIDI Board member, Ebru said that she was very honoured to be elected. "Even to be nominated is something special," she said. "It is something I never expected or even dreamed of. I love the business and dealing with friends. It's a big family I think. I am really excited and I hope to do something useful during my term on the Board."

One hot potato at FIDI that Ebru will be walking straight into is the changes to FAIM under FAIM 3.0 and the adoption of the slow payers list as a way of maintaining financial discipline within the membership. Although many have expressed reservations about whether companies will be prepared to report slow payers (as they might also be their best customers), Ebru has little doubt that the scheme will work. "I have made the mistake of not reporting slow payers in the past and lost money as a result. It's not my money it belongs to all of us in the company. It's part of my job to protect that money." However she does acknowledge that good communication should be the first course of action. "If we do it in the right way, trying one-to-one contact first, I think people will do it. People need to understand that this is the rule. We appreciate the business but we need to get paid too."

At 41 years old Ebru said that she still has the energy and enthusiasm to play an important role at FIDI while still maintaining her responsibilities at her company. She is also lucky in having her two sisters to back her and, perhaps, take up the slack if necessary. But she still knows that the work at FIDI will be tough. "Nothing is for free. We have to work hard on this to continue its success."

Now that Ebru is on the FIDI Board there is a chance that, in years to come, she will become FIDI's first woman president. For now she's not speculating: "I come from a small company. There are many people on the Board from much larger

"It is something I never expected or even dreamed of. It's a big family I think. I am really excited and I hope to do something useful during my term on the Board."

Ebru Demirel

companies with greater responsibilities than I have. For now I am just extremely honoured to be on the Board. For the future, we'll just have to wait and see."

VOSA WARNS OF 'REALITY CHECK AHEAD' FOR VAN OPERATORS

VOSA's Head of Enforcement Policy, Gordon Macdonald told van operators attending the FTA Van Excellence conference that those not complying with regulations would be targeted by the authorities.

The statement was made by Mr Macdonald - VOSA Head of Enforcement Policy during his keynote speech at the first Freight Transport Association Van Excellence Conference in Sheffield.

Macdonald said VOSA was determined to improve van operational standards and makes no secret of its intention to significantly ramp up the number of roadside inspections and other enforcement activity. In addition he praised the Van Excellence scheme describing it as "an extremely good example of the industry taking responsibility for itself," adding that accredited operators of the Van Excellence scheme were recognised by VOSA for demonstrating good practice in the industry.

"Van Excellence contributes to improve road safety recognition, and is very beneficial in changing the public perception of the 'white van man'. The scheme ensures that better standards are met so that vehicles operate in a safe and viable way and therefore should be nurtured. VOSA needs support from the industry to ensure that our resources are best directed at the right target audience. I see Van Excellence as a very positive initiative and congratulate the FTA on the scheme."

Van Excellence is an industry-led initiative that aims to enhance standards of van operator compliance, celebrate operators who demonstrate excellence and represent the interests of the van industry.



● Drivers are largely in favour of a minimum learning period for learner drivers.

Drivers back plans for minimum learner period to tackle crashes

According to a survey by road safety charity Brake and Direct Line insurance, 84% of drivers agree with a minimum learning period for learner drivers. The survey showed that 69% of drivers under 25 are in favour.

Brake is also calling for post-test restrictions on novice drivers, such as a zero tolerance drink drive limit and a bar on late night driving and carrying mates.

Julie Townsend, Deputy Chief Executive of Brake said, "The government has an opportunity to make a real difference to road safety and save a lot of young lives through reforming our driver licensing system. Death and serious injury on roads is devastating, especially so when it involves someone young, with their whole life ahead of them. Evidence on how to reduce young driver crashes is very clear; by introducing a system of graduated licensing we can expect to make real inroads to ending the devastation caused by young driver crashes. We're calling on government to take bold steps by introducing all

elements of graduated licensing - including a minimum learning period and post-test licence restrictions - but without compromising safety by simultaneously introducing changes that would increase risk, such as a lower minimum driving age."

Gus Park, Commercial Director at Direct Line said, "Young drivers make up only one in eight licence holders, but are involved in crashes that result in one in five road deaths and serious injuries. We believe that these statistics can be changed substantially through the implementation of graduated driver licensing. It would have a positive effect on the driving behaviour and habits of young people, particularly in the critical period just after passing their test, and more importantly, reduce catastrophic road crashes and save lives."

Tacho fiddle proves costly

Italian driver Riccardo Poliandria, aged 39, had his Volvo truck - valued at £46,000 - confiscated and was fined £1,400 with a 45-day jail term if payment was not made immediately for falsifying his tacho records.

He had pleaded guilty at Carlisle Magistrates Court to four counts of falsifying records. The truck, owned and operated by Italian firm Autuori Trasporti, had been

stopped by VOSA and examined by Cumbria police. It was found that a manipulation had occurred in the recording equipment that allowed the driver to record 'rest' whilst driving.

The RHA, which urges mandatory jail terms on those falsifying tachograph records, has welcomed both the tough action by the court and the collaboration between VOSA and Cumbria police.

Special courts to hear traffic cases

Traffic-light jumpers and speeding motorists are to be dealt with in special traffic courts in a bid to free up time for more serious cases, the government has announced.

About half a million motoring cases are heard in magistrates' courts every year and can often take longer to progress than major offences, the Ministry of Justice said. Ministers want to set up traffic courts to reduce delays as part of a wider plan to improve Britain's criminal justice system.

Justice Minister Damian Green said, "Enforcing traffic laws is hugely important for road safety and saving lives. However, these cases take nearly six months on average from offence to completion, despite the fact that over 90% of cases result in a guilty plea or are proved in absence - this is simply unacceptable. The justice system must respond more quickly and effectively to the needs of victims, witnesses and local communities, and these dedicated courts will enable magistrates to better organise their work and drive greater efficiency."

The government is discussing with the judiciary, who are responsible for managing cases in the courts, how the traffic courts can be introduced across the country.

Chief Constable Chris Eyre, a spokesman for the Association of Chief Police Officers on criminal justice, said, "We have implemented this new procedure to traffic cases with great success in nine police forces - radically simplifying and speeding up the process. This is only implemented when there is a guilty plea or where the case against a defendant is not contested. Effective first hearings have significantly reduced the amount of adjournments and a single court can deal with up to 160 cases a day."

The nine areas which have trialed the new traffic courts are Essex, Hampshire, Kent, Lincolnshire, Metropolitan Police, Nottinghamshire, Norfolk, Suffolk and West Yorkshire.



● Damian Green.



REPORT: YOUNG MOVERS CONFERENCE



Young Movers take on Amsterdam

For three days in Amsterdam the Young Movers worked and played as only they know how.

The Young Movers Conference for young managers in the removals industry has been held every year since 1991. This year no fewer than 180 participants, representing removal companies from 33 countries in Europe and far beyond, came to Amsterdam to exchange ideas about the future of the international removals sector. The meetings, gatherings, discussions and workshops on the conference programme were aimed at preparing these young managers for the tasks that lie ahead of them. The Young Movers Conference also offers those managers an excellent opportunity for international networking and for sharing knowledge and experience.

Proactive

One of the conference's guest speakers was Brian Limperopulos from the International Association of Movers (IAM). Brian identified climate change as one of the challenges facing the removals industry. "Climate change leads to more stringent fuel-efficiency requirements, the use of alternative energy sources and effects on urban freight transport through the introduction of low emission zones. All of these interventions do, however, lead to increased costs."

There are opportunities for the industry

in terms of technological developments, innovative industry-led solutions and the acceptance of common standards. "By becoming proactive today, we as an industry will be able to determine which policies are implemented and how, instead of waiting for developments to happen," he said.

"We need to come together in order to consider more efficient solutions, sustainability and lower costs..."

Jelle Boonstra

Ellen Troska from the Federation of European Movers Associations (FEDEMAC) examined the various standards affecting the industry in more detail. In addition to the European CEN standard, various countries also require compliance with their own supplementary standards, codes and best practices. In the United States different standards, again, apply. One of the workshops was dedicated to discussing the need for and impact of standardisation.

"The whole sector in Europe is in a transitional phase. We need to come together in order to consider more efficient solutions, sustainability and lower costs," says Jelle Boonstra of the

Dutch Association for Transport and Logistics. "The focus is shifting to include supplementary facility services, including storage, relocation services and consultation, in addition to the traditional transportation of goods from A to B. Increasingly, it's all about making life easier for customers and offering them added value. It's up to removal companies to determine for themselves where exactly they want to be within the chain."

Programme

In addition to the plenary discussions, the conference programme also offered its international participants a number of excursions, guest speaker lectures and workshops. Visits were made to destinations including FloraHolland in Aalsmeer, P.A. van Rooyen Topmovers in Uithoorn (a visit which included a viewing of ECB Group containers) and Koninklijke Saan and the Saan Museum in Diemen.

The Young Movers Conference Amsterdam 2013 was organised by P.A. van Rooyen Topmovers and the ECB Group with the support of the Dutch Association for Transport and Logistics, FEDEMAC, the Dutch Organisation for Certified Movers and many sponsors. The 2014 conference will take place in London.

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منظرة

fertile ground for expat relocation

Dubai has become the business and cultural hub of the Persian Gulf with its core economy built on oil, now bolstered by financial services, property and tourism.

The city's clear blue sky is pierced by futuristic buildings including the famous Burj Khalifa that towers 828 metres, making it the tallest building in the world. Man-made islands, huge shopping malls and palatial hotels make Dubai a popular destination for wealthy tourists and expats whose generous incomes are paid totally free of tax.

Despite its affluence and seemingly irrepressible appetite for growth, Dubai has not come through the downturn in the world economy unscathed. Almost 300 construction projects were put on hold or abandoned altogether during the financial crisis resulting in a plunge in house prices of around 60% towards the end of 2008. However, the market is making a steady recovery and once again the construction sites are beginning to come back to life, albeit with a healthy measure of caution.

Dubai has been rated the 22nd most expensive city in the world, but it is also – according to American consulting firm Mercer – one of the best places to live in the Middle East. Perhaps that is why expats account for over 90% of the population, making Dubai fertile ground for the global relocation industry.

Relocation specialist Interem offers a

full relocation service to Dubai as well as other locations in the Middle East and the rest of the world with warehousing capacity of more than 300,000ft² in the UAE alone.

The company began operations in 1995 from its base in Dubai and is now one of the most successful and fastest growing relocation companies in the region with an account base of over 100 Fortune 500 companies and more than 25,000 families relocated in the UAE during the past 18 years. Interem is affiliated to FIDI, OMNI, BAR and ERC.

Elite Worldwide Movers has secure storage facilities at its warehouse in Al Quoz, Dubai. As members of the International Association of Movers, EUROMOVERS, the Asian Relocation Association and the Universal Freight Organization, it is able through its partners to provide relocation services to most parts of the world.

Dubai has been rated the 22nd most expensive city in the world, but it is also – according to American consulting firm Mercer – one of the best places to live in the Middle East.



● Interem's Dubai office; below: Kamar Baker, Director of Elite.

Contractual arrangements with leading carriers and a network of reliable and competent strategic partners enables Elite to provide support to Origin/Channel and end user customers. The company's fully fledged Clearing Department processes documentation and co-ordinates transportation. EDI facilities linked to Dubai Customs enables Elite to expedite clearance of shipments and provide professional handling of all consignments.



Mechanics should not need Driver CPC

The Freight Transport Association (FTA) and Road Haulage Association (RHA) have joined forces in voicing their deep concern at the recent advice issued by the Department for Transport (DfT) regarding garage technicians and mechanics driving heavy goods vehicles to statutory annual tests being considered in-scope of the Driver CPC Directive.

In a joint letter to the Parliamentary Under Secretary of State for Transport, Stephen Hammond MP, the associations raised the point that according to industry estimates there are more than 30,000 technicians in the UK and that for all of them to achieve full compliance for their staff in just over one year would be a massive task and cost for the industry and one that they believe will deliver relatively little benefit

to the freight industry.

Theo de Pencier, FTA Chief Executive said: "FTA feels strongly that the recent advice issued by the DfT represents an unreasonable reading of the Directive which we believe will put undue burden on our members and all businesses within the logistics sector."

Geoff Dunning, RHA Chief Executive added: "RHA doesn't think that the Directive was ever intended to include the same restrictions on technicians and mechanics carrying out these activities, and the frequent reference to "the profession of driver" in the recital confirms to us that technicians, who are neither professional drivers nor engaged in the carriage of goods, were not who the Commission had in mind when developing these requirements."

Consultation into third Thames crossing

The announcement by the government that the consultation into a third Thames crossing will begin in a bid to find a solution to traffic queues at Dartford has been welcomed by the Freight Transport Association which said the need to ease congestion at what is one of the most important national artery routes is essential.

The FTA says the cost of queuing should be taken into account, which for a 44 tonne truck averages £1 per minute, outweighing the cost of the toll and ultimately the price of constructing the right crossing to relieve

what are now real pinch-points at Dartford and the Blackwall Tunnel.

In a statement in response to the announcement by Stephen Hammond, Parliamentary Under Secretary of State for Transport, FTA pointed out that the introduction of free-flow tolling in 2014 will go some way to relieving the queues at the tunnels, but added that new capacity was needed and there was a definite requirement to plan more efficiently for the future in order to cope with traffic on these essential routes.



● The Queen Elizabeth II bridge across the Thames.

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PROFILE: ROB HORROBIN

FROM SATURDAY JOB TO MANAGING DIRECTOR

By David Jordan.

When Rob Horrobin took a Saturday job helping out at John Lomas Removals in Cannock when he was 14, he never thought that one day he'd be running the company. But sometimes dreams come true and in 2011 at the age of just 27 Rob took over as managing director.

I visited Rob at the John Lomas depot on the outskirts of Cannock in May and was greeted by Elaine, Rob's mother, who has been office manager at the firm for the past 25 years. Rob met me at his office door with a beaming smile and out stretched hand and over a welcome cup of tea he explained how he'd climbed the ladder to become one of the country's youngest removals entrepreneurs.

"John and Steve Lomas, the founders of the original company, are close family friends and I often used to ride in the trucks when I was a little kid," said Rob. When I was about 14 I used to help mum in the office during school holidays, I'd make flyers and print forms on the computer; that sort of thing. On Saturdays I'd sweep the warehouse and tidy the blanket piles for a bit of pocket money; it was better than doing a paper round! As I got bigger and stronger I'd sometimes go on a move as third man, so that gave me an insight into the sharp end of the business."

After leaving school Rob attended Sheffield Hallam University and gained a degree in business studies - a subject that would prove very useful a couple of years later. Rob returned to John Lomas after leaving college working on the vans and generally gaining experience in the business. It wasn't long before Steve Lomas recognised Rob's potential and started involving him in estimating and other management roles.

In 2006, in what was something of a shock for the workforce, the company was sold to the Clockwork Group. "A lot of the lads were upset at the suddenness of the announcement and worried about what would follow," said Rob. "I knew, having studied business, that everybody needs an exit strategy and John and Steve would probably have had to sign a confidentiality

● Rob Horrobin.

MOVING MOVIES: AFTER EARTH

agreement, so I didn't take it personally like the others."

Rob was promoted to sales manager, a job for which he was ideally suited. "I was doing about nine or ten surveys a day and winning on average six of them, the firm had never done so many moves," said Rob.

It wasn't long before Rob was promoted to branch manager, but the storm clouds were gathering in the economy and things began to take a turn for the worse. Many redundancies followed and in 2010 Clockwork announced they were closing the branch. "The branch was due to close in July 2011 and I didn't want to see the company I'd worked for for so long just disappear," said Rob. "My father is a successful business man in the chemical industry and I've always respected his opinion, so I decided to ask his advice to see if we could work out a way of saving the company. I knew that as an independent business we could

"I was doing about nine or ten surveys a day and winning on average six of them ..."

Rob Horrobin

reduce the overheads and felt sure I could make it a success. We had several meetings with Clockwork and after looking carefully at the figures we made an offer for the company, which Clockwork accepted. The deal was completed in August 2011. Luckily the John Lomas name was no longer registered at Companies House so we were able to keep it."

That was almost two years ago and although things certainly haven't been easy John Lomas Removals has turned the corner and is holding its own in what as we all know is still a tough market for the moving business. The company has 14 staff - drivers Paul Griffin and Mick Kilgallon have over 30 years' service - and a fleet of five vehicles. Around 55% of work is domestic moves and 45% commercial. The split is similar on the storage side.

As one of the UK's youngest movers Rob is naturally excited and optimistic about the future. With his ready smile, easy charm and keen business acumen, he is surely set for success.

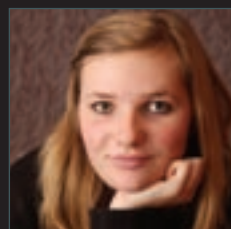


● Jaden Smith back on Earth after 1,000 years.

MOVING MOVIES

By Mary Jay

Title:
After Earth
Director:
M. Night Shyamalan
Starring:
Jaden Smith, Will Smith
Genre:
Science fiction, adventure
Rating:
12A
Running time:
100 minutes



Mary Jay is a student of film at Redborne College in Bedfordshire.

Like father, like son

Will and Jaden Smith are back playing father and son in this new sci-fi. The story is by Will Smith himself and tells of a time in the near future when an environmental problem causes us to leave Earth and move to a planet called Nova Prime. 1,000 years later General Cypher Raige (Will Smith) is in charge of a peacekeeping organisation that comes into conflict with aliens called the S'krell. Due to this conflict, Cypher has to go on one last expedition to a deserted planet Earth before he retires: his wife convinces him to take his son Kitai (Jaden Smith) with him on the mission for a little father and son bonding.

Predictably, perhaps, their spaceship crash-lands on Earth causing deaths to most of the passengers, Cypher having both legs seriously injured and Kitai being the only one unharmed. On his own, but with his father's

aid through some clever technology, Kitai has to find the other half of their ship. Along the way he comes across obstacles such as; killer baboons, huge spiders and dangerous waterfalls.

For once Will isn't the main focus of the film, Jaden is. His performance is brilliant and, unlike roles he has played in the past, the fact that he's young doesn't affect the viewer's feelings towards him. In the past, people have focussed on how little and cute he is; now he's a teenager his talented acting shines through. Although he wasn't in the spotlight, you can't deny Will's brilliant acting. In other films and in the media we see him as the funny, childish, loveable man we've all got to know since the late 1980s; but as Cypher he is strict and straight faced. It's a role we may not be used to coming from him but he does very well at it.

Upcoming films

In the middle of August *Kick-Ass 2* will be released. Like the first film, it stars Aaron Taylor-Johnson, Chloe Grace Moretz and Christopher Mintz-Plasse

but with the bonus of Jim Carrey starring too. If you're looking for a good laugh at some superheroes this summer, this is the film for you.

NEWS: PEOPLE



● Nick Kerr (right) retired from the OMNI Board.

Nick Kerr retires from OMNI Board

Nick Kerr from DT Moving in the UK retired from the OMNI Board at the recent OMNI conference in Monaco. Nick has been on the OMNI Board for a total of nine years and

has served both as treasurer and as OMNI president. Here he is pictured receiving thanks and a gift of appreciation from the current OMNI President, Charles Luyckx.



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The White & Co Mystery Mover



The Mover is astounded that nobody recognised the beautiful and talented Ebru Demirel last month, especially as she has just taken the role as the first ever female FIDI Board member (see page 32). This time it's much easier. All you need to do is be the first to identify either of the young chaps in the photograph to win the coveted White & Company Red and Black watch. No excuses this time.

Rising star Jade wins at Re:locate

Mobility Consultant Jade Burke from Crown World Mobility scooped the coveted 'Rising Star in Relocations' award at the Re:locate Awards 2012/13 ceremony in May.

The young award-winner was recognised for demonstrating leadership, commitment and passion and for making a significant impact in a short space of time.

Jade, aged 24 who lives in Harrow, is delighted with her award: "It's an honour to be rewarded for doing a job that you really enjoy - I'm absolutely thrilled. I haven't been working in the industry long, but I've been able to put my skills to good use and implement new initiatives across Crown, to help make the relocation process smoother and more successful for our clients and their assignees."

"One of the reasons I was nominated for this award was because I like to take the time to build a rapport with assignees and their families to understanding their specific needs. Then I can offer tailored help and advice to assignees during the emotional relocation process."

David Hollins, Regional General Manager, Crown World Mobility



● Jade Burke.

said: "Our assignees remember Jade and go to her for help and advice because the service she provides is both professional and personal. She understands the complexities of global mobility and the demands and needs of our clients. We're lucky to have her on our team as she contributes to making our clients' relocation programmes successful. She is a rising star with a very bright future at Crown."

David Cox joins Suddath

The Suddath Group of Companies has announced that David Cox has a new role as senior vice president of corporate strategy and quality assurance. David will be using his extensive experience in the transportation industry to complement the existing executive team by leading the strategic planning process and quality assurance program. He will guide the company through short and long-term improvements in operations, customer service, technology and integrated services.

"We are extremely pleased to have David join our team given his polished skill set and proven performance," said Michael J. Brannigan, Executive Vice President and Chief Operating Officer of The Suddath Companies. In this new position he will oversee our path to overall growth and profitability with significant focus on customer service and operational execution. David will lead key initiatives pertaining to total quality management, standard operating procedures and systemic performance."

David has spent the last 17 years working in the transportation industry. He has held multiple key leadership positions in



● David Cox.

operations, administration, sales, quality and both general and regional executive management. Prior to entering the industry, he served two years in the Peace Corps teaching English to students in Albania.

Michael added: "In order to maintain the level of service to which Suddath is committed, a broader vision with a tighter focus will bring continued improvements to our customer experience. David will focus on both broad and finite details that Suddath continues to improve upon to remain an industry leader."

"Suddath has a rich history and impressive record as an industry leader in global transportation and relocation, and I am really looking forward to joining the organisation at such a transformative time," said David.

Joleen Lauffer becomes VP of Operations for AIREs

Joleen Lauffer has become the Vice President of Operations for AIREs in Pittsburgh. The company says that: "In her new role Joleen will manage AIREs' growing service offerings and play a pivotal role in streamlining AIREs' client-facing technology innovations. She will also continue to oversee AIREs' business processes."

"We are very excited to announce Joleen's promotion to Vice President," said Bryan Putt, CEO. "Joleen has been dedicated to our client experience since day one, and she has spent her entire career at AIREs. She is an exemplary employee and we look forward to her leadership as we strive to provide the best service in the relocation industry."

"I appreciate all of the opportunities that I have received at AIREs and

look forward to supporting the company in our continued growth by maintaining a solid operations foundation," said Joleen who first joined AIREs in 1997 as a relocation specialist, and has previously held the positions of program manager, account manager, business process manager, and director of client services and operations.



● Joleen Lauffer.

Leo Ots joins Ziegler

Ziegler Relocation in Belgium has announced the appointment of Mr Leo Ots as its Branch Manager. Leo took up his position on 2 April, 2013 succeeding Mrs Karolien Geers who decided to follow a new direction.

Leo, 55, has built his entire career in the relocation and moving industry. This real entrepreneur is

highly experienced with a 30 year accomplished professional track record in the field of international moves, relocation services, facility services, facility management and logistics. He has held top executive positions in the major moving companies in Belgium.

Arthur Ed. Ziegler, on behalf of the company commented: "We are convinced Mr Ots will bring his commercial skills and dynamism as well as his sound background to Ziegler Relocation."

● E-mail: leo_ots@zieglergroup.com.

New National Account Manager for AIREs West Coast

Dr. Sheri Sinaga has joined AIREs West Coast Regional Office in Huntington Beach, CA as national account manager targeting corporate clients in the West Coast, southwestern, and Rocky Mountains regions.

Dr. Sinaga has experience at working with clients in diverse industries and Fortune 500 companies, in particular for emerging markets. In addition to her years in the industry, Dr. Sinaga has also been part of the planning

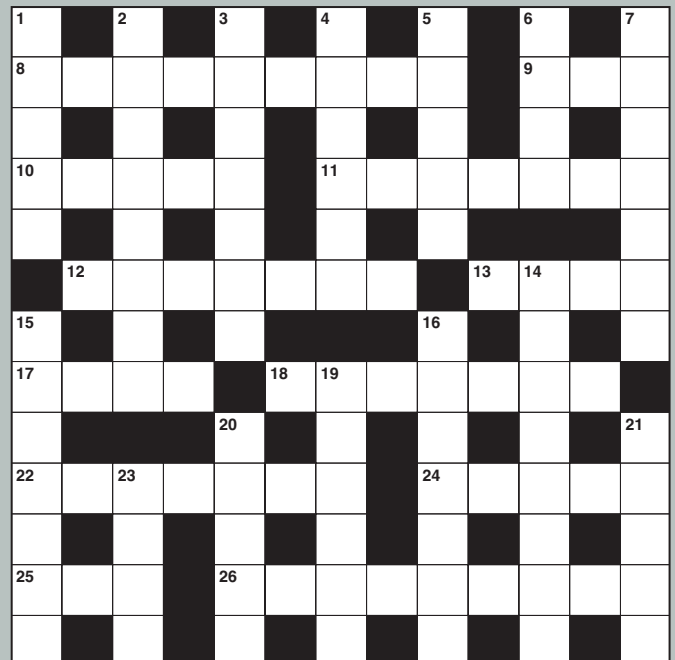
committee for several Worldwide ERC® Global Symposiums and a GMS faculty trainer.

"I've been impressed with the genuine concern for the success of the client and their employees," she said. "In an ever changing global business world, the AIREs team focusses on long-term partnerships, real world business needs, and achieving the desired results ... and AIREs has fun doing it!"

"We are thrilled to have Sheri as part of the AIREs team," said AIREs' Regional Director of Corporate Business Eric Reed, SCRP, SGMS. "I look forward to working with Dr. Sinaga as AIREs continues to grow our business and bring additional value to our clients in the Western Region."

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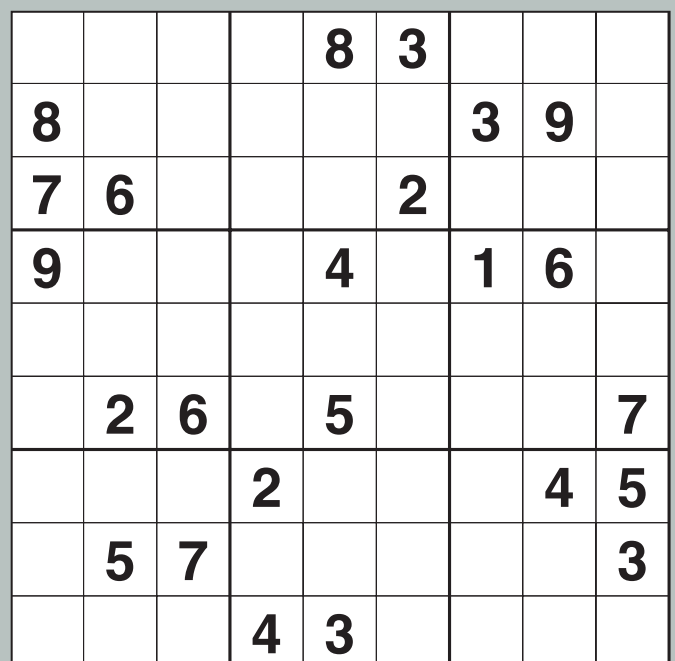
ACROSS

- 8 Armistice (9)
9 Military commander (3)
10 Strong ringing sound (5)
11 ____ ball: item used by clairvoyants (7)
12 Stiff untanned leather (7)
13 Doubtful (4)
17 Thwart (4)
18 Ancient wise king (7)
22 Plant with bright flowers (7)

- 24 Bequeath an income to (5)
25 Muhammad ____: boxing great (3)
26 Explosive (9)

DOWN

- 1 Severe (5)
2 Squid dish (8)
3 Very long (7)
4 Joined together (6)
5 ____ Streep: *Mamma Mia!* actress (5)
6 ____ Simpson: the son of Marge and Homer (4)
7 Land depressions (7)
14 Brightly illuminated (8)
15 Unconventional (7)
16 Medicated tablet (7)
19 Prophet (6)
20 Unexpected catches (5)
21 Possessed (5)
23 Hold tightly (4)



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MöLo International Fair

19 – 21 September 2013, Kassel, Germany

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21 September 2013, Kassel, Germany

IAM 51st Annual Meeting

7 – 10 October 2013, Vancouver, BC, Canada

SSA UK European Self Storage and Trade show

14 – 15 October, 2013 London, UK

The Movers and Storers Show, including *The Mover* Conference

22 – 23 October 2013, Silverstone Circuit, UK

National Fork Lift Truck Safety Conference

25 September, 2013, Warwick University, UK

FEDEMAC General Assembly

25 – 27 October 2013, Sofia, Bulgaria

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The Mover magazine is distributed free in the UK but if you'd like your own copy sent to you in another country, just take out a subscription for £100 a year and it will be delivered to you every month anywhere in the world.

Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the global moving industry, just tell *The Mover* and we'll tell the rest of the world.

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

So, what are you waiting for? Time to get typing.

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2013

Did you know?

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

The names of all the continents start and end with the same letter.

If a statue of a person on a horse has both front legs in the air the person died in battle; one front leg in the air means they died as a result of wounds received in battle; and all four legs on the ground means they died of natural causes.

Each king in a deck of playing cards represents a great king from history: Spades – King David; Clubs – Alexander the Great; Hearts – Charlemagne (Charles the Great); Diamonds – Julius Caesar.

$111,111,111 \times 111,111,111 = 12,345,678,987,654,321$

Bullet proof vests, fire escapes, windscreen wipers and laser printers were all invented by women.

The longest officially recognised place name is Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, with 85 letters. It's the name of a 305 metre high hill near Porangahau in New Zealand.

Rats multiply so quickly that in 18 months, two rats could have over a million descendants.

A million descendants! I'll never remember all their birthdays...



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C	E	A	S	E	F	I
U	L	N	E	R	R	L
T	W	A	N	G	C	R
E	M	T	E	L		E
R	A	W	H	I	D	E
O	R	Y		L	L	S
F	O	I	L	S	O	L
F		S	R	Z	O	O
B	E	G	O	N	I	A
E	R	A	C	N	L	N
A	L	I	G	E	L	I
T	P	S	E	E	T	D

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

FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail editor@themover.co.uk.

Features coming up:

August: Standards and certification
September: India



MARKETPLACE

MarketPlace

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E-mail adverts@themover.co.uk or contact Nikki Gee on 01908 695500 for more information or to make a booking. All prices are subject to VAT at the current rate.

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The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail adverts@themover.co.uk or contact Nikki Gee on +44 1908 695500 to subscribe.

Copy dates

Booking of adverts: 1st of the month preceding publication.
 Artwork for adverts: 8th of the month preceding publication.

Enquiries

All enquiries to:
 Nikki Gee, The Words Workshop,
 26 Swanwick Lane, Broughton
 Milton Keynes MK10 9LD.
 Tel: 01908 695500; Email: adverts@themover.co.uk

PLEASE NOTE:

Advertising rates cover the cost of advert insertion only. Advertisers should provide their own advertising artwork. The Mover can generate new or amend existing artwork for an additional charge. All advertising must be paid for in advance by credit card.

* Marketplace advertisements are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
DISPLAY			
Full page	£945	£920	£895
Half page	£600	£585	£570
Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
MARKETPLACE*			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
CLASSIFIED			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
INSERTS			
Loose inserts (per 1000 A4 supplied)	£160	n/a	n/a



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