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Issue 040 July 2014 www.themover.co.uk

TheMover



EuRA CONFERENCE

David Jordan reports from Edinburgh. Page 32



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TheMover

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Deadline:

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

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Deadline:

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

Disclaimer:

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

Published by:

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

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

To print or not to print

Steve Jordan, Editor



Every time *The Mover* lands on my desk, usually about five days before anyone else sees it, I wonder: has the digital revolution caught up with us yet? I don't know, but I would really appreciate your help in finding out.

Our beloved magazine is sent out in hard copy to anyone in the UK moving industry who wants it and to a few people overseas who prefer it that way. Elsewhere in the world it's read avidly online by thousands every month. Recently I have had the opportunity of talking face-to-face with many of those online readers as I attended conferences. All seem quite content to read it on their computers, tablets or even their phones. It makes me wonder: for how long will the world want printed magazines?

We have no plans to drop the printed copy: many people still tell me that they prefer something real to hold on to. But, if we did, would it make any difference to you? Would you read *The Mover* online? Maybe you prefer to do that already.

There are many benefits to the digital option. You can read it at any time, even if you have left the hard copy on your desk or the 7:45am from Brighton; everyone in your company has access simultaneously; the links are live so it's a much more interactive experience and better for advertisers; fewer trees lose their lives; and, for us, it doesn't cost so much to produce.

On the down side, you do have to own a computer and be sitting in front of it or have pretty good eyesight to be able to squint at the pages on an iPhone. It's not so easy to flick through and many people just like to have something to hold. And the perceived value and quality of a printed piece is greater as people understand the precision that goes into its creation whereas online is seen as a much more throw-away medium.

But we have to keep up with the times and give our readers and advertisers what they want. For that reason I would be really grateful for your comments. Would you be just as happy to read your *Mover* online, or is it too early to let the printed word go? Please e-mail editor@themover.co.uk or, if you prefer, drop me a line at the address on page three.

Thanks for your help.

Steve Jordan



● Rennie Schafer

Self storage doing well despite introduction of VAT

The UK self storage industry has shown renewed optimism about trading prospects according to new research released in May.

The latest Self Storage Association UK survey, produced by Deloitte Real Estate, shows the industry has fared better than many expected. Despite the introduction of VAT on rents for storage the total turnover was £385m in 2013, and 79% of operators indicate they expect to see an improvement in profits over the year ahead.

The survey shows average occupancy levels have risen three percentage points to 71% over 12 months. With little new space opening in 2013, operators have concentrated on building up occupancy within their existing facilities. With demand increasing, there is now an appetite to expand portfolios among operators, although generally this new space will be outside the more mature London market.

Rennie Schafer, CEO of the Self

Storage Association UK said, "Figures are encouraging as operators are seeing increased occupancy although this has been offset by slightly lower income levels. Considering that 20% VAT was applied to the rent of self storage units 18 months ago the industry has shown remarkable resilience. Life-changing moments like moving home and starting families do not stop during a recession, and this contributes to the 60% of space that is rented by the private customer."

In addition, the report uses exclusive YouGov plc survey data of over 2,000 UK adults. This data shows that public understanding of self storage and overall usage is quite low. Only 3% of surveyed people are currently using self storage, but 8% of people are considering using it which shows there is lots of potential growth for the industry.

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Affiliations



NEWS: UK

Simon Mason raises over £4k for the NSPCC in London Marathon

John Mason International's CEO Simon Mason has raised over £4,000 for the UK charity NSPCC through fundraising and running in the 2014 Virgin Money London Marathon.

The National Society for the Prevention of Cruelty to Children (NSPCC) is a charity with a mission to end cruelty to children and to make society as safe as possible for children. The NSPCC run a wide range of services for both children and adults, including national helplines and local projects.

Editor's Note

Simon won't say what time he did, but take it from me he did brilliantly well. Having done the London Marathon myself, I know how tough it is and how hard you have to train. An extraordinary achievement Simon.



● Simon Mason at the half-way stage of the London Marathon in April.



● Brian Maidman (left) and Ian Palmer.

White & Company acquires Maidman's

Ian Palmer and Brian Maidman have announced the acquisition of Bournemouth-based Maidman's Ltd by White & Company PLC for an undisclosed sum.

The new company will operate independently of White & Company's own Bournemouth facility and will provide services to the domestic and commercial moving market in Bournemouth and the New Forest.

All Maidman's staff will be retained and the company will continue to operate under its own brand, managed by Steve Webber.

The acquisition will allow Brian Maidman to exit the removals industry to develop his Store & Secure brand of self storage, where significant investment is being made. He said: "After 35 years in the removals industry, developing Maidman's to its size and enviable reputation, I wanted to concentrate on Store & Secure. Both my daughters will work with me and we'll operate as a family business. Our plan is to develop a multi-site operation; we definitely have growth in mind and will be very active in the market."

Relating to White & Company, Brian said: "We didn't want just any buyer, it had to be a company that could maintain the Maidman's

reputation and retain all the staff."

Ian and Brian have cooperated in business and at director level within the British Association of Removers for many years and are equally delighted that such an amicable acquisition has been achieved.

"After 35 years in the removals industry, developing Maidman's to its size and enviable reputation, I wanted to concentrate on Store & Secure."

Brian Maidman

Brian's daughter Sophie will remain with the new company for a three-month period to achieve a smooth handover and will then join her father in the Store & Secure self storage brand.

PPS Crate Hire moves home

At the end of May PPS Crate Hire made the big step of moving premises from its location in Measham, Leicestershire where it has been based for seven years to a larger newly refurbished site in Marchington, Uttoxeter.

The new facility is over 75,000ft², which more than doubles capacity, enabling PPS to increase its crate hire services to existing customers and welcome many more new ones on board. This site is the head office for PPS and distribution centre for the Midlands.

"As a business involved in the removals sector we were aware of the challenges that we would face when moving not only our whole warehouse but our offices too," said Joanne Moss, the company's Sales Director. "With this in mind we chose Britannia Premier Removals in Burton-on-Trent to organise our office move. We have been providing them with our crate hire service for a couple of years now and know the high standard of service that they provide."

PPS obviously used its own crates which all staff were tasked with packing in the run up to the move day. "Then at 8am on Saturday, 30 May the team from Britannia Premier arrived and moved us quickly and efficiently to our new site," said Joanne. "We were extremely pleased with the service, all staff were able to sit down at their desks and start work on Monday morning. Although there may still be a few crates left to unpack!"



● Joanne Moss and Martyn Jones of Britannia Premier.

SMEs still reluctant to switch banks

Despite the ongoing concerns over access to finance, charges and calling in loans, small business owners in the UK remain reluctant to switch banks according to the latest research from the Forum of Private Business.



● Phil Orford.

The Forum's banking and finance survey indicates that just over half of small businesses surveyed were content with their current banking arrangements and thought they offered good or excellent value for money, with a further third suggesting it was an average offering. However, businesses did indicate that bank charges, the reduction in lending and the calling in of loans or overdrafts were harmful and remain a cause for concern.

Phil Orford MBE, Chief Executive of the Forum of Private Business said, "A growing economy poses its own issues for small businesses, as they decide whether to invest for expansion. The government, the banks, other lenders and businesses support organisations are all important enablers of growth and need to work together to ensure small businesses are getting the necessary amount of money in the right format."

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● Skills for Logistics CEO Dr Ross Moloney.

New scheme to endorse excellent Driver CPC training

Skills for Logistics is creating an endorsement for Driver CPC training providers to be operational this summer.

It is calling on training providers and employers to get in touch to help develop the system, which will 'sharpen-up' Driver CPC and make it more relevant to employers.

While JAUPPT has the role of ensuring Driver CPC regulations are met, being legal doesn't necessarily mean that a training provider is 'excellent'. To address this, Skills for Logistics (SfL) is developing the endorsement standard. SfL says that excellent training providers can expect to come through the standard showing their quality. The set of criteria for the assessment, which is currently being planned, will be based on high quality training and business benefit.

SfL will maintain a live database of all endorsed training providers and of those who have had their endorsement removed by falling below the standard. A crucial part of the process will be a programme of unannounced audits and 'secret trainees' to ensure the standard is maintained during the 3-5 year period between assessments.

Training providers can use the endorsement 'kite mark' in their marketing. It will be a market sign informing employers where to find good Driver CPC training and will give the opportunity to benchmark training providers. Looking ahead, the scheme could be deployed on an EU-wide basis enhanced, for example, with language skills to make it relevant for UK drivers.

Dr Ross Moloney, CEO of Skills

"This will not be a mandatory scheme but we know there are many training providers who would like to compete on quality..."

Dr Ross Moloney

for Logistics, said: "This will not be a mandatory scheme but we know there are many training providers who would like to compete on quality, and that there are employers and individuals who want visibility of the standard of DCPC they are receiving or employing. We expect a significant number of the 1,400 approved DCPC training centres to engage with the process, to see how they measure up against others, and to gain the opportunity to examine how to improve their service, in addition to marketing their quality. While JAUPPT recognises you as being legal, Skills for Logistics will endorse you as being excellent."

Skills for Logistics would like to hear from Driver CPC training providers who wish to be in first tranche to go through the assessment and would also like to hear from employers who want to help develop the standard. Please contact: ross.moloney@skillsforlogistics.org.

Isis joins AIM

Isis Relocation recently joined the Alliance of Independent Movers (AIM), the UK's newest trade association.

Milton Keynes-based moving company Isis Relocation recently signed up for AIM membership. "AIM has been set up by movers for movers and that gives us confidence," said Managing Director Gabriel Gomes. "We signed up because it offers help to the smaller moving company, helping them to recognise common pitfalls and offering sound advice. We feel that in the future they have an opportunity to educate newer companies. Encouraging professionalism is a key message that AIM is sharing."

Isis Relocation is a family-run business and has more than 35 years' experience within the removals industry. It offers a range of quality commercial, domestic, overseas and storage services.

AIM was created to assist removers of all sizes, to grow and expand their businesses while offering their customers a high level of service. AIM is also working hard to increase public awareness of the high level of service offered by its members.

● To learn more visit: www.isis-relocation.co.uk and www.aimovers.org.uk.



● Gabriel Gomes, Managing Director.

LEGAL: DISCRIMINATION QUESTIONNAIRES



● Discrimination is extremely difficult for claimants to prove.

Discrimination questionnaires are no more

“We do not see why it should be a function of government to try and micro-manage this interaction between the parties through the prescribing of template forms and time limits.”: government response to the consultation on abolition of discrimination questionnaires.

On 6 April, 2014, statutory discrimination questionnaires were abolished. For 30 years, discrimination questionnaires provided a statutory mechanism for individuals who believed they had suffered discrimination at the hands of employers to question the alleged discriminators by demanding information from them in the hope of establishing the existence of discriminatory treatment. Given that it is extremely difficult for claimants to prove the existence of discrimination, the arguments in favour of retaining a questionnaire which helps employees gather facts to ascertain if they have a case of discrimination are compelling. However, employers have complained that claimants have used questionnaires to ask employers to provide statistics and analysis they are not generally required to provide during a tribunal disclosure exercise. Worse still, say some employers, employees used discrimination questionnaires for the sole purpose of frustrating their employer, requiring them to focus time, expense and effort on obtaining the information requested. Employers who failed to respond, or provided evasive answers, were at the mercy of the employment tribunals who could draw adverse

inferences from their behaviour.

Acas has produced non-binding guidance for employees and employers to fill the void left by the abolition of discrimination questionnaires. The guidance makes it clear that in the absence of a prescribed form employees can continue to ask employers questions about alleged discrimination and that employers should respond. Acas emphasises the need for employers to treat requests seriously and to deal with them promptly and always to attempt to resolve disputes at the outset. In all cases the onus is on the employer to clarify the purpose of a question if it is unclear. Employers would be wise to follow the Acas guidance because case law makes it clear that tribunals can take into account the refusal by an employer to disclose information to an employee.

The burden on employers has eased slightly. However, it remains the case that, even in the absence of a statutory process, employees can ask questions of their employer and tribunals are still entitled to draw adverse inferences from the employer's failure to properly respond.

Double whammy for losing employers

An employer that loses its case in the employment tribunal is now

faced with the prospect of being ordered to pay not only compensation to the claimant but also a financial penalty to the Exchequer. A tribunal can impose a financial penalty on an employer who commits a breach of employees' rights which has "one or more aggravating features". The amount of the financial penalty, which must not be less than £100 and not more than £5,000, will be 50% of the amount of any compensation awarded to the employee. In order to encourage speedy payments by employers, those who pay the penalty within 21 days need only pay half.

The government's case for enacting this change is persuasive - it is hoped that employers will be less likely to breach employees' statutory rights in the knowledge that, if they do, they will be required to pay a fine. Employers and employees alike will ask, however, why the government and not the claimant will profit from an employer's breach. Critics also point out that the legislation does not define "aggravating features" and so it is still unclear in what circumstances a tribunal will order an employer to pay a financial penalty, although one suspects tribunals will only impose penalties on employers guilty of unreasonable behaviour, for example, malice.

Paul Mander

Paul is Head of Penningtons Manches' employment law team. He advises on a broad range of contentious and non-contentious employment and partnership matters and is recognised in particular for his expertise in restrictive covenant and injunction issues. Paul is experienced in all forms of employment litigation, both in the High Court and tribunals, as well as boardroom disputes, discrimination (in employment and partnership), TUPE matters and outsourcings. He is recognised as a leader in his field by both Chambers Guide to the UK Legal Profession and The Legal 500.





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REPORT: BRITANNIA CONFERENCE



● Robert Bearsby performing.



● Lucy Clark and Hayley Fleet.



● Melissa Redcliffe on stage.



● The Bearsby's with the Basil Fry gang.



● Reactions to the video.

Britannia Conference 2014

Last year's Britannia Conference was held in Monaco, and topping it was always going to be a massive challenge. As a result, the group completely changed tack for the 2014 event, which took place 9-12 May at the Pomme d'Or Hotel in St Helier, Jersey.

Instead of a glitzy location, they concentrated on adding value. From the amazing conference goody bags to the unusual business sessions, their goal was for every delegate to leave Jersey feeling that they have learned something valuable, and by all accounts they succeeded.

Most of the delegates arrived on the Friday afternoon, and were greeted by a street parade for Liberation Day, and then treated to Reason Global's 'Conference Survival Pack' containing goodies ranging from cans of Red Bull to blister plasters! The first formal conference event was the Welcome Night, which was located in a stunning venue just across the road from the hotel. Thanks to the event sponsors Basil Fry, delegates enjoyed a wonderful drinks reception and meal accompanied by the sounds of six young performers ranging in age from

15 to 26. Musical styles were varied, and the headliner was the incredibly talented Robert Bearsby, son of Paul and Annette from Britannia Bearsby's of Kent. After the dinner, delegates headed to the nightclub downstairs to continue the party.

... Judith Bennett announced that three of Britannia's Directors had gone missing overnight and a search and rescue operation was underway. This was of course an exercise ...

However, the start of Saturday's conference came as something of a shock to most people. A policeman was in the room as they took their seats, and then Judith Bennett announced that three of

Britannia's Directors had gone missing overnight and a search and rescue operation was underway. This was of course an exercise, during which delegates split into groups to work on aspects of crisis management such as press releases, TV interviews, social media management and business continuity. It was fast-moving, totally interactive, and almost everyone present took a valuable lesson home with them, such as the backing up of hard copy data and getting duplicate vehicle keys for storing offsite.

Thanks to sponsors Reason Global, all delegates were entitled to an excursion during the conference afternoons to network and unwind, and these included an exclusive tour of the German fortifications on the island, a wine-tasting experience, a cycle hire option and a trip to the Jersey War Tunnels museum.

On Sunday morning a more conventional

REPORT: BRITANNIA CONFERENCE



● Chris Ryan accepting a shipping award.



● Philip Robbins wins Currencies Direct award.



● Judith and Alan Bennett.



● Jersey Lindyhoppers.



● Martin and Amanda Thomas with Angus and Ria Russell.



● Mark and Emma Lane, Miranda Hyder, Tom Wick, Jo Jopson and Tim Oliver.



● Mark Tresler calls them in to dinner.



business session took place where the previous day's session was discussed, the group's annual awards were presented, the destination for 2015 was announced (Budapest, Hungary), and Britannia's new video *The Bare Necessities of Moving* was unveiled.

The Gala Dinner on Sunday night (sponsored by Currencies Direct) drew proceedings to a close in style – 1940s style to be precise! The dinner was themed as a Liberation street party, and at least half of the attendees dressed in period costume – some even wearing old family uniforms! Every delegate had their own personalised ration card, they drank from enamelled tin mugs whilst listening to a big band and enjoying nettle soup and rabbit turnovers, and marvelled at the skills of a Lindy Hop dance troupe. And when the photo booth opened, well ... you can see for yourselves.



● Left: Dave Aldridge; above: Group in the vintage photo booth; below: Gala Dinner, 1940s style.



NEWS: UK

Move It Removals wins in Essex Business Awards

In May, Move It Removals from Southend on Sea in Essex won first place in two separate categories: Best Customer Service in Essex and Small Business of the Year 2014 in Essex.

The company was founded in November 2011 by brothers Ian and Craig McBain. "We decided right from the outset that we would deliver high quality, professional, dependable services," said Craig. "It has been an amazing three years, starting off with one Luton van and no staff other than myself and Ian. Now we have three HGV removal trucks, one Luton van, nine staff members, an office and a yard.

Move It is a member of NGRS and Craig said that it had been very useful. The company is planning to move to a new warehouse in September.

Craig said that it has been a tough time for removal companies over the last few years and that he is very proud of what they have achieved. "I hope this will give fellow movers some encouragement to keep going when times are tough." He added that he would encourage everyone to enter local award competitions. "It's about time that the removals industry got recognised for the key part we play in keeping the housing market going."



● Ian and Craig McBain from Move It win in Essex.

Simpsons and Basil Fry announce three-year broker deal

Simpsons Removals & Storage, in Dartford, Kent, has announced Basil Fry & Company as its appointed broker until 2017.



● Basil Fry and Simpson announce a new deal.

This follows on from a three-year period where both companies worked together closely on risk management measures and staff training to reduce claims and increase profitability in insurance sales.

"We used to go to the market every other year and look for those brokers who provided the most competitive pricing," said Steve Simpson. "When we first engaged Basil Fry in 2010 we quickly established that they had a different approach. It was put to us that the true benefit would be from reducing the claims which in turn would have a beneficial effect on premiums going forward."

Steve said that the guidance Simpsons received from Basil Fry

regarding risk management improvements had paid great dividends. "The money that we have saved on our insurance spend has been used in our drive for quality which in turn has provided us with good results. We now view our insurances differently. Our previous brokers had used a new Icelandic company for our Commercial Combined requirements who have recently lost their regulated status to operate in both Iceland and the UK due to solvency issues. We now see that using companies such as RSA with a three hundred year old history and with great stability means we can truly concentrate on our business whilst using Basil Fry as an extended insurance department."

He commented that the Basil Fry staff had provided unrivalled service and said that the in-house claims handling for goods in transit and storage claims had resulted in dramatic improvements, with claims being cut by a significant margin.

"Our ethos for the last forty years has been in the stability of our

insurance offering," said Greg Wildman from Basil Fry. "Our relationships with insurers go back to the time when Basil Fry himself started placing covers into the market from his dining room table. Whilst other brokers have used many different insurers and changed programmes and relationships on a regular basis, we have elected to work with well-known providers recognised for their quality of cover, such as RSA, AVIVA and AXA."

Greg said that Simpsons has a really forward thinking approach to the industry and to serving their clients adding that its dedication and professionalism had helped get the right result. "We are both aware that risk management measures need to be maintained continuously to keep unnecessary insurance costs to a minimum. Simpsons are now commencing a new Trade Assistance Programme and we are extremely excited to be involved with the development of the related work. The quality of the company and the service that it provides will, I have no doubt, make it a great success."

Congestion Charge hike unfair

The 17% increase in the London Congestion Charge for companies on the fleet scheme, announced by Transport for London (TfL) on 28 May is an unfair tax on businesses which have no option other than to use the city's roads and is higher than the increase for casual users, according to the Freight Transport Association (FTA).

Natalie Chapman, FTA's Head of Policy for London, said, "Commercial vehicles should be exempt from the Congestion Charge. But not only are they forced to pay to use the road network in Central London, they have now been unfairly clobbered with a bigger rise than casual users of the scheme."

FTA supports the aim of the Congestion Charge in deterring discretionary or non-essential journeys where the individual has

the option to choose an alternative time or mode of travel to reduce congestion, CO₂ emissions and improve air quality. But it is not feasible to deliver goods on public transport, nor are alternative modes practical for the door-to-door deliveries that central London requires.

Additionally, there are no charge-free breaks in the daytime to encourage deliveries to be made outside of rush hour. Prior to the Congestion Charge starting at 07.00 Monday to Friday, the movements of heavy goods vehicles are restricted by the London Lorry Control Scheme (LLCS) – also known as the 'London Lorry Ban'. The LLCS then starts again at 21.00, leaving only three non-restricted hours a day in Central London from 18.00 to 21.00 and only Saturday mornings at weekends.



First time buyers up 24% in March on same period last year



● Data shows an increase in lending for home buyers.

New data released by the Council of Mortgage Lenders in May shows a marked increase in lending in March 2014, including first-time buyer, home mover, remortgages and buy-to-let lending:

- The total number of new loans to home-owners for house purchases increased 4% in March compared to the previous month and was 17% up on March 2013.
- The number of loans for home-owner house purchases in the first quarter of 2014 decreased by 16% in comparison to quarter four of 2013, but was up 27% compared to quarter one 2013.
- First-time buyers took out 24,400 loans in March, 24% more than in March last year. In quarter one of 2014, there were 34% more first-time buyer loans compared to the first quarter of 2013.
- Home mover loans were the same in March as in February but the number of loans was 11% higher than in March 2013. In quarter one of 2014, home movers took out

79,000 loans, a decrease of 19% compared to the previous quarter but up 20% on the same period last year.

- The total number of loans taken out by home-owners for remortgage in March was 2% higher than in February and 5% higher than in March 2013. Like other borrower types, remortgage lending fell in quarter one of 2014 compared to quarter four of 2013 by 6% in volume, but increased 14% compared to quarter one 2013.
- Gross buy-to-let loans advanced in March by 10% compared to February and up 56% on March last year. First quarter results show gross buy-to-let loans advanced rose just 1% compared to the fourth quarter of 2013 but up 46% in volume compared to quarter one last year.

The Bank of England reported earlier this month gross UK mortgage lending was £15.3 billion in March, a 4% rise compared to February, and up 32% in value compared to March last year.

G&R Removals to distribute Yamaha pianos across the UK

Following months of planning and negotiations, Yamaha Music Europe has awarded G&R Removals Ltd London the contract for the UK distribution of Yamaha pianos.

The decision was made in May following meetings with Yamaha's European Transport and Logistics Operation Management.

"This is an extremely exciting time for us and the future of our company, we have the resources, the experience and the structure in place to commit to Yamaha's demands and relish the opportunity to prove this," said G&R Director Lance Green. "We already offer a weekly distribution service across the UK and Ireland for many

piano makers, distributors and music shops which will accommodate the Yamaha piano deliveries quite comfortably."

Yamaha began manufacturing pianos in 1900 and remains at the forefront of piano innovation and technology.

G&R's European partner P&M Logistics has been taken over by their previous competitors Piano Express of Berlin, making it the biggest piano transporter in Europe. The takeover will not affect the company's relationship with G&R.

John Mason International donates furniture to the charity Chapter 1

John Mason International has made a donation to the UK charity Chapter 1.

The furniture, clothing and white goods that were donated will go towards Start Up Packs for residents as part of a homeless project. Residents often have little or no furniture or belongings so the packs can assist with providing a positive start to life in their new home. Chapter 1 is a nationwide

charity originally founded in 1920 for the purpose of providing support to homeless and vulnerable people in the UK. Its mission is to change lives one by one via homeless projects, refuges, hostels and family contact centres.

● For more information visit: www.chapter1.org.uk/.

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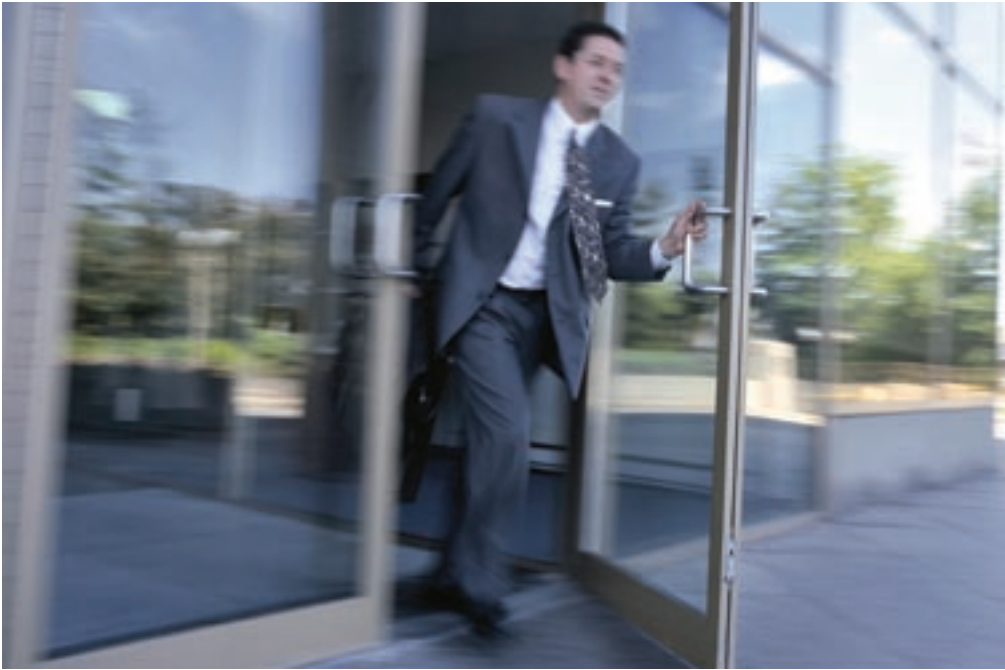


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BUSINESS: GENERATION Y

● Out the door - some Generation Y employees will only stay a couple of years with one employer.

Generation Y employees are not hanging around

According to research by the London Business School (LBS), in partnership with Deloitte, most Generation Y employees have no plans to stay with their employers for more than five years. The implication is that employers need to revise their offerings if they are to retain young talent.

The research showed that high potential employees born in the 1980s and 1990s don't feel bound to a single employer to ensure career progression with 37% reporting they'd stay no more than two years at one firm. And two-fifths admitted that they are already planning their next career move when they start a new job.

The study suggests that employers hoping that talented young workers will

stay for the promotion prospects will be disappointed as this motivation to remain takes third place behind work/life balance and organisational culture.

Executive education experts at LBS said the findings provide evidence that employers from the baby boomer generation and Generation X have failed to offer benefits that appeal to the high-potential Gen Y employee.

Adam Kingl, LBS's Director of Learning

Solutions, said: "One response is to revise the employer value proposition in favour of a quicker return to the employee. This might include: assigning a senior mentor to offer executive perspective unusually early, assigning Gen Ys to quick win 12 to 18 month team projects and an acknowledgement that while we may not work together for many years in one go, we may reunite when the Gen Y is a seasoned manager, reaping the benefits of growth without all the costs of nurturing it."

Survey results also showed that Gen Y's goals are quite different from previous generations with only 12% of emerging leaders aspiring to emulate chief executives who focus on how the business is trading.

Instead, the development and promotion of innovation is a bigger priority for younger talent, with 34% of those intent on becoming a company leader preferring to take a more entrepreneurial approach to management. An even higher percentage (39%) said they want to be a leader whose aim is to make the company and the world a better place.

Richard Hytner, Adjunct Associate Professor of Marketing at LBS, said that today leaders have to endure relentless dissatisfaction from shareholders, employers or customers. They must explain and justify their, often unpopular, actions while in the constant glare of the media spotlight. "These leaders occupy a twilight zone of professional and personal trade-offs, leaving little time for the flexing of creative muscles and a more entrepreneurial approach," he said.

"With a later retirement age and longer working life, portfolio careers encompassing roles with ultimate accountability and roles demanding different leadership skills, those of the counsellor, coach or deputy, could be Gen Y's best chance of securing the variety of experience and work/life balance that is so important to them."

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THE EXHIBITION

Dozens of industry suppliers so you can meet them face to face and really understand the products and services that could help to drive your business forwards in the next twelve months. As well as the stands in Hall 1, a wide array of trucks and lifting equipment will be on show in the Pit Straight Garages (used by the F1 teams at the British GP).

SIMPSON PACKAGING PCKER OF THE YEAR CONTEST

Enter the Packer of the Year contest and see if you have the best crew - see our website for the entry form. (Tuesday 21 October only).

THE LEARNING ZONE - FREE ENTRY

Our programme of free seminars is back with a vengeance this year, and it's all include trade associations, how to sell to different generations, making money from add-on services, and how cutting edge technology may be about to affect your business. Come along and have your say!

THE MOVERS & STORERS TRUCK SHOW

Back by popular demand! Enter a removal vehicle of any kind (including vintage) and see if you can win this coveted trophy. See our website for the entry form. (Wednesday 22 October only).

THE 050 PIT STOP CHALLENGE

Ever wondered what it's like to change the tyres of an F1 car? This year we're giving you the chance to find out! Complete against the clock, with great prizes to be won. (Wednesday 22 October only).

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European Roundup



European LEZ changes

CLARS, the EC's website for providing information about Low Emission Zones in Europe, has advised of the following imminent changes. The German LEZs of Bonn, Düsseldorf, Hagen, Köln (Cologne), Langenfeld, Möglingengladbach, Neuss, Remscheid, Wuppertal are tightening to Diesel Euro 4(PM), Petrol Euro 1, green sticker on 1 July, 2014. From July 2014, all German LEZs are Diesel Euro 4(PM), Petrol Euro 1 except Schramberg, Augsburg, Neu-Ulm, Münster and Remscheid.

In the Netherlands, Arnhem will start an LEZ on 1 July, 2014.

Brighton has announced it will start a local bus-LEZ in January 2015.

Stockholm Congestion Charge has announced it will be increasing its prices from 1 January, 2016. The exempted motorway will also be no longer exempted.

European Commission to monitor CO₂ on commercial vehicles

The EC wants to introduce legislation that would require CO₂ emissions for all vehicles over 3.5 tonnes to be reported and monitored. If the legislation is approved the EC hopes

to set CO₂ limits based on the results. The reporting system would cover trucks, buses and coaches. A similar process is already in place for the car and van markets.

According to the EC, reducing emissions for large vehicles has so far been difficult because of the variety of models and sizes of vehicle available, which are often customised for different markets. To certify the emissions, the EC has developed a computer simulation tool to measure emissions and fuel consumption for each individual vehicle.

Serbian construction

Serbian authorities are planning several construction projects on their national highway network. More specifically, the Corridor 10 motorway is being prioritised, with a completion date set for September 2016. In Corridor 10, sections between Sid and Belgrade, and Subotica and Belgrade have been built, while work on the 22km Ipsilon stretch between Subotica and Kelebija is underway. Corridor 10 will link Serbia with Austria, Slovenia, Hungary, Serbia, Croatia, Greece, Bulgaria and Macedonia. A further priority project is the Corridor 11 which includes Belgrade-South Adriatic, Belgrade-Montenegro border of 270km and is due for completion by 2018.

Danish government extends EMS experiment period

As part of its general national economic stimulus package, the Danish government has announced that the experiment with the European Modular System (EMS) vehicles - trucks of 25.25 metres in length - will be extended to 2030. Previously, this had been set to finish by the end of 2016.

The government will also raise the weight limit for certain multi-axle trucks. According to the Danish Road Directorate two EMS outfits replace three regular trucks. In this way, 15% of CO₂ emissions can be saved.

Swedish immigration changes

EU citizens who want to stay in Sweden for more than three months to work or study no longer need to

register their right of residence with the Swedish Migration Board. The new regulation came into force on 1 May, 2014. However, the Migration Board will continue to issue residence cards for close relatives and certificates of permanent right of residence and permanent residence cards.

The Swedish Migration Board has also launched a new online application intended to improve the safety, security and speed of overall processing.

Italy supports green vehicles

The Italian Ministry of Economic Development has launched a funding scheme of almost €32 million, divided equally between private citizens, companies and public services to encourage them to buy green vehicles. This follows a similar initiative in 2013.



EU-Russian dispute over commercial vehicles

The European Union took another trade dispute with Russia to the World Trade Organisation on Wednesday, 21 May seeking to force Moscow to lift duties against German and Italian light commercial vehicles that Brussels says are illegal. Russia currently imposes duties of 29.6% on German van imports and 23% on imports from Italy. The EU believes that Russia is illegally protecting its manufacturers.

The two sides now have 60 days to try to resolve the matter before the WTO opens a panel to rule on the case. This is the latest in a series of disputes between the two sides since Russia joined the WTO in August 2012.



● Crown World Mobility wins gold at Re:locate awards.

Crown World Mobility scoops gold at Re:locate awards

Crown World Mobility has seen off stiff competition to win the 'Best HR & Supplier Strategy' award at the 2013/14 Re:locate awards ceremony.

The Re:locate awards recognise the contribution of HR and mobility professionals to global business and celebrate success, good practice and innovation.

To win the award, Crown World Mobility demonstrated its effective global mobility strategy and excellent working relationship with Novartis Pharma. Crown, which provides services to 140 of Novartis' global locations, was honoured for delivering excellent service provision, cost savings and innovation. The mobility partners were also praised for implementing a strategy that enhanced Novartis' business objectives and the quality of the relocation support provided to

individual employees.

Shân Norman, Vice President of Client Services for Crown World Mobility, commented: "We are delighted to have won this award and be recognised from within the industry as a provider that works so closely and effectively with our clients."

The Crown World Mobility team, headed by Jane Harris, had a short time frame to move from delivering relocation services to three countries to providing enhanced services for 140 countries, so this award is testament to their working relationship with Novartis and commitment to creating a positive impact on Novartis' employees across the world.

AlReS walks for Make-A-Wish®!

Team Members from the Corporate Headquarters and Central Regional Office of AlReS have joined together in a variety of activities during May to raise funds and awareness for the Make-A-Wish® organisation. Together the 25 team members raised well over their goal of \$3,000, the most of any participating organisation.

Make-A-Wish® is an organisation that provides children diagnosed with life-threatening conditions a wish. Wishes have included: being a World War II pilot, a secret agent, a police officer or playing for a favourite football team. A wish come true helps children feel stronger, more energetic, more willing and able to battle their life-



● AlReS walkers at the finish line.

threatening medical conditions.

The 25 members raised the money by hosting company jeans days and taking to social media to spread the word, culminating in the group joining other Pittsburgh donors for a walk to raise awareness for the cause.

The European Connection

Tony Richman



Beware of the wolf at the door!

Pessimist, maybe, but I'm always suspicious when 'positive' measures for goods road transport are proposed by bureaucrats. Perhaps 40+ years running a removal company specialising in European work just meant that I had experienced too many 'negative' restrictions.

European Commission (EC) Vice-President Siim Kallas, responsible for transport, has called for simplification and clarification of EU rules on road haulage. A report, published on 14 April, 2014, suggests that while some progress on integrating the internal market for road transport has been made, removing the remaining restrictions would help the European economy and improve the environment.

The report alleges that on any given day, almost 25% of all trucks on Europe's roads are empty, either on their way home or between loads. I wonder if these include: refuse vehicles; scaffolding vehicles; and, a host of other HGVs which can hardly ever be used on a two-way loading basis?

It advocates that opening national road transport markets to more competition would help reduce empty runs and increase efficiency in the sector. Mmmhh! – So, now we can foresee crews from other nationalities doing cross-town removals arriving on the appointed day, at the right time and practising English for 'Would you like me to pack the kettle now or leave it for a bit later Ma'am?'

Kallas commented: "We need clear regulations for the industry and at the same time we need good working conditions for the drivers. I hope the next Commission will continue down this road."

The report's main findings indicate that authorities of Member States (MSs) must step

up their efforts in enforcing existing legislation more effectively and consistently and for the EC and the EU to help by clarifying rules that are understood, interpreted and implemented differently in different MSs. Not least, social rules!

To quote a few of the report's many statistics:

- Road transport moves 72% of goods in inland transport in the EU;
- There are about 600,000 companies, many of them SMEs, in the road transport sector, employing close to three million people;
- Road transport faces driver shortages. Drivers are an ageing population and road transport is not considered an attractive profession. Working conditions are perceived to be difficult, and MSs do not implement social provisions consistently;
- Removing the restrictions to cabotage would help to reduce empty running by making it easier for hauliers to combine loads and utilise return trips.

Certainly more positive action is needed. The industry must become more attractive to younger workers and I am all for improving life for the hard-working crews that make up the professional road transport sector but that nagging pessimism is warning 'Beware of the wolf at the door!'. The industry, in particular specialist service providers such as removers, needs to be vigilant and prepared to defend its position. Too many politicians still believe that the railways are a panacea to all the 'problems'.

Next steps

The report will be forwarded to the EP and Council for further discussion. More information: <http://goo.gl/xzEoR3>.

Tony Richman

SURVEY: INTO AFRICA



Into Africa

According to Executing Growth, EY's 2014 Africa Attractiveness Survey, Africa's share of global foreign direct investment (FDI) projects has reached the highest level in a decade. Where investment goes, people follow, so the global mobility industry should sit up and take notice.



The report combines an analysis of international investment into Africa since 2003, with a 2014 survey of over 500 global business leaders about their views on the potential of the African market. The latest data shows that while there has been a decline in FDI project numbers from 774 in 2012 to 750 in 2013, primarily due to ongoing uncertainty in North Africa, they remain easily in excess of the pre-crisis average of 390 projects per year.

There is a noticeable divide between FDI trends in North Africa versus Sub-Saharan Africa (SSA). While FDI projects in North Africa declined by nearly 30%, projects in SSA increased by 4.7%, reversing the decline of 2012. This further widened the gap between the two sub regions, with SSA's share of FDI projects exceeding 80% for the first time.

While the UK remains the lead investor into the continent, intra-African investment continues to steadily rise. Investors are also looking beyond the more established markets of South Africa, Nigeria and Kenya to expand their operations, as well as moving into more consumer-related sectors as Africa's middle class expands.

Ajen Sita, Chief Executive Officer, EY Africa, commented, "Africa's share of

global FDI projects has grown steadily over the past decade and it is a promising sign that investors are now looking across the continent and to new sectors. Further regional integration and infrastructure development should continue to entice investors to the exciting investment opportunities that Africa can offer."

New FDI hotspots are emerging

There was significant movement in the list of top ten countries by FDI projects in 2013. Only South Africa and Nigeria retained their first and third positions from 2012 with 142 projects and 58 projects, respectively. However, FDI projects in both these countries witnessed a slight decline. Countries such as Kenya with 68 projects, Ghana with 58 and Mozambique with 33 all moved up the ranks.

Zambia and Uganda were the new entrants in the top ten list in 2013 with 25 and 21 projects respectively, an increase of more than 20%. In contrast, North African countries such as Morocco, Tunisia (ranked 8th in 2012) and Egypt slipped on the rankings.

In 2013, both West and East Africa surpassed North Africa for the first time,

becoming the second and third most attractive sub regions in Africa after Southern Africa.

UK leads investment into the continent

The UK became the clear leader in 2013 with 104 projects, while the US fell from joint first place to second place with 78 projects, a 20% decline from last year. South Africa, the third largest investor, directed 63 investment projects into the rest of Africa, a 16% decline on last year but a significant increase from pre-crisis levels when it registered on average 12 projects. There was a sharp uptake in FDI projects by Spanish and Japanese companies with increases of 52% and 77%, respectively.

Intra-African investment is gaining momentum. African investors nearly tripled their share of FDI projects over the last decade, from 8% in 2003 to 22.8% in 2013. This growth is fuelled by the need for improved regional value chains and strengthening regional integration. Another driver of growth is the African investors' understanding of the market and of the potential opportunities and challenges.

Michael Lalor, EY's Lead Partner Africa Business Center, commented, "External investors supply long-term capital, skills and technology, and intra-African

investment creates a virtuous circle that encourages greater foreign investment.”

Significant shift away from extractive industries towards consumer related sectors

The top three sectors – technology, media and telecoms (TMT) with 150 projects, retail and consumer products (RCP) with 131 projects and financial services with 112 projects – accounted for more than 50% of the total projects in 2013. During the year, RCP overtook financial services to become the second most attractive sector in Africa.

FDI projects in the real estate, hospitality and construction sector increased by 63%, making the sector the fifth most attractive, up three positions from 2012. On the other hand, for the first time ever in 2013, mining and metals exited the top ten sectors when measured by FDI project numbers.

When asked about the three sectors that would offer the highest growth potential for Africa in the next two years, investors highlighted the rising importance of agriculture which ranked only marginally behind mining and metals. Increasingly, infrastructure is also perceived as a key growth sector as well as consumer-facing industries including financial services, telecommunications and consumer products.

Dramatic improvement in perceptions of Africa

Africa's perceived attractiveness relative to other regions has improved dramatically over the past few years. The overall survey results show that Africa has moved from third last position in 2011, to become the second-most attractive investment destination in the world, behind North America. For the first time, this year's survey shows that companies with a presence on the continent perceive Africa to be the most attractive investment destination in the world. In stark contrast, those with no business presence in Africa still view the continent as the world's least attractive investment destination. 73% of those who are already established in the region believe Africa's attractiveness has improved over the past year versus 39% who are not established.

Looking ahead

Ajen concludes, “Africa's stronger investment attractiveness is best explained by its own sustained growth rates in the context of slower global growth. Africa's growth prospects are likely to remain solid, as an urbanizing and rising middle class drives demand for consumer products and improved services.”

O'NEIL SOFTWARE PARTNERS WITH TRONITECH

O'Neil Software Inc, supplier of records management software, has signed an agreement with Tronitech, which will provide for integration of the O'Neil RS-SQL® records management solution with the Tronitech Vaultview imaging application.

“Records managers, on a worldwide basis, have an increasing need to manage and maintain traceability of their digital images and corresponding physical records,” said David Holt, Chief Executive Officer of O'Neil Software. “During the next several months, O'Neil and Tronitech will collaborate to integrate our applications, providing a tangible benefit for record managers. Tronitech has proven to be a dedicated partner in working to bring the physical and digital worlds of records management together.”

“Tronitech could not be more excited about our partnership with O'Neil,” said Bud Arkenau, CEO of Tronitech. “They are the leading provider of software for record centres across the world. We believe with the integration of O'Neil software and Tronitech software, we bring additional value to completing the management of physical records and digital images. The user will not need to work with multiple applications for the management and retrieval of their records.”

New premises for Orphee Beinoglou in Thessaloniki

Orphee Beinoglou is moving into new premises in Thessaloniki, the port of Northern Greece, to a privately-owned modern complex of offices covering an area of 750m² that will serve the nearby countries and the Balkans.



● Orphee Beinoglou's new office.

New app helps drivers park

A new, free app, TRANSPark, has been created to help commercial drivers and fleet managers find comfortable parking areas in over 40 countries worldwide. It was created to prevent freight and fuel theft by listing driver amenities and security features available at each parking area.

TRANSPark will locate parking areas up to 400km away, search for parking areas based on security or level of amenity, allow users to add their favourite truck stops, allow information to be updated, and rate and share experiences.



● TRANSPark.

New website gives vehicle access info for cities across Europe

The European Commission has given Sadler Consultants Ltd four years' funding to run a website providing a single source of information on all urban access regulation schemes for vehicles across Europe.

The website will be built on the successful European Low Emission Zone Network, LEEZEN, a single source of information on Low Emission Zones in Europe (EU, EEA, IEE) and will cover urban road user charging, congestion charging, controlled vehicle access, areas with traffic limitations, lorry restrictions, weight restrictions, and other access regulation schemes.

● For further information visit: www.lowemissionzones.eu.



TheMover COVER SHOT COMPETITION 2014

We all love taking pictures, so this summer we thought we'd set our readers a challenging photo assignment ... and just to make it interesting, there are exciting prizes to be won for the best entries!

We'd like you to shoot a cover picture for *The Mover*. The subject is up to you, but whatever you choose it must reflect the spirit of the moving industry and of course attract the attention of our readers.

Remember, your picture will need to be in hi-resolution, so shots from mobile phones probably won't cut the mustard, although any modern digital camera should do the business - provided you get it right.

Your entry must reach *The Mover's* office by 30 September and the winners will be announced at The Movers & Storers Show at Silverstone in October.

First prize:

Your picture on the cover of the December edition of *The Mover*, plus a fabulous Christmas hamper.

Second prize:

A £75 voucher to spend at M&S on Christmas goodies.

Third prize:

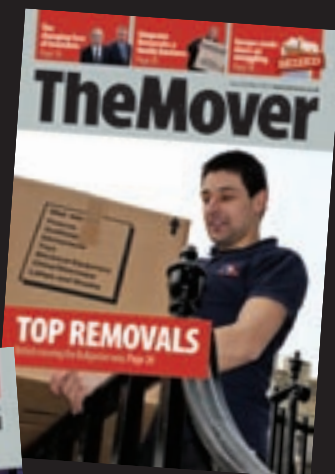
A £25 M&S voucher.

There are a few rules, please read them carefully:

- The closing date for entries is 30 September, 2014.
- All entries must be digital images and be in a square format (220mm x 220mm), no prints will be accepted.
- Only one photo per entrant.
- Photos taken by professional photographers are not eligible.
- The decision of the editor is final.

Please send your entries to: editor@themover.co.uk

Get shooting!



Your moving industry image could appear on the cover of *The Mover's* December issue.



● Regulations to limit sulphur emissions pose a significant cost and compliance challenge to the shipping industry.

The Trident Alliance on track for launch

Trident Alliance, the shipping industry initiative for robust enforcement of maritime sulphur regulations, is well on track for launch after its exploratory meeting in Copenhagen on 28 May, 2014.

At the meeting, hosted by Maersk Maritime Technology and Wallenius Wilhelmsen Logistics (WWL) in Copenhagen, representatives from a dozen shipping companies, including some of the world's largest, negotiated the basis for the new Trident Alliance.

The companies agreed that the Trident Alliance will be a coalition of shipping owners and operators who share a common interest in robust enforcement of maritime sulphur regulation and are willing to collaborate to help bring it about. The Alliance will partner with other groups who share its interest in robust enforcement, collaborating on initiatives that support this objective.

The company representatives agreed to the Trident Alliance Principles and Terms of Reference and to work towards the vision of a shipping industry with effective enforcement of sulphur regulations to ensure their intended effect is reached and eliminate the risk of distortion to the competitive landscape.

"The meeting in Copenhagen was highly constructive and we all agree that the Trident Alliance is the right way to handle this challenge," said Roger Strevens, VP Environment of WWL. "The public support and attention we received really added

"None of us want to see this evolve into a coffee club; this is an initiative that will get the work done."

Roger Strevens

urgency and focussed the discussion. None of us want to see this evolve into a coffee club; this is an initiative that will get the work done."

Over the past years, significant steps have been taken to implement regulations to limit sulphur emissions from shipping. Whilst necessary, these regulations pose a significant cost and compliance challenge to the shipping industry. If the regulations are robustly implemented then compliance is the norm and competition is not distorted. However, when enforcement is weak a temptation is created to cut corners on compliance. The result is that regulations will not have the intended effect of protecting the environment and human health. Also, responsible shipping companies are put at a disadvantage relative to those who are intentionally non-compliant.



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REPORT: CONTAINERSHIP RELIABILITY



● Delays in the ocean leg cause bottlenecks and longer dwell times in port.

Do shipping lines care about reliability?

It is no secret that container operators are currently fixated on cost savings, but the latest data on ship reliability report from Drewry, supply chain advisors, suggests that carriers are worryingly neglecting the product offering to their customers.

The Drewry report says that containership reliability declined for the fifth consecutive quarter in 1Q13 with the on-time average slipping to just 61%. It highlighted that the falling reliability levels – the worst since 2Q11 – were the consequence of particularly bad weather in Asia and Europe, but that they are also symptomatic of a breakdown in carriers' network operations.

Drewry's sample of voyages was lower than normal due to a high number of vessels simply not materialising at the scheduled port or arriving outside of the four day early – ten day late ETA threshold to have been included. Drewry suspects that part of the problem is that carriers are shuffling vessels around in anticipation of new alliance and service structures and also that late changes to original schedules are being made in an attempt to balance supply and demand.

Delays in the ocean leg are causing major productivity issues for ports that are unsure when ships will arrive. The inability to plan effectively is causing bottlenecks, lengthening dwell time and reducing storage capacity.

All of these operational inefficiencies add cost to carriers, from longer stays at ports to handling customer complaints, so it could be argued that it is in the lines' best interests to maintain reliable services. Yet, that message seems to have been lost

– it could be that carriers were not willing to speed up vessels to get back on schedule, for cost reasons. Shippers can live with longer planned transit times, but not if there are delays in addition to longer planned transit times.

Perhaps the biggest sign that carriers have forsaken reliability as a means to differentiate themselves (and charge a small rate premium) is the worsening performance of Maersk Line, who have been a long-time champion of ship reliability and previously set an on-time target of 95%.

Perennially at the top of Drewry's reliability rankings, Maersk suffered a steep quarter-on-quarter decline of ten percentage points in 1Q14 to 70%, still above the industry average but well down on their usual mid-80% score seen in the last two years.

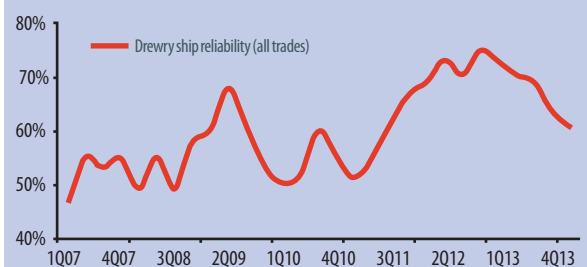
As shown in the chart, the Danish firm's reliability results were hurt by poorer reliability from its service partners' ships (ships operated by other lines and on which Maersk takes space). Maersk's own operated ships had a reliability average of 82%, second best behind Hamburg Süd-operated ships (91%). Drewry said that this clearly does not bode well considering how Maersk will increasingly be at the mercy of its P3 partners and without the market leader to set the example others might slacken.

The focus on reducing voyage costs is

helping to keep freight rates low, but the fallout, according to Drewry, does seem to be that service quality is becoming something that carriers are paying less attention to.

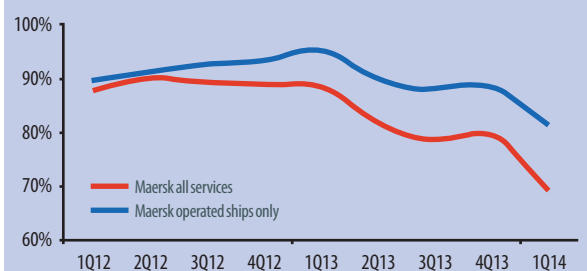
● For more information e-mail supplychains@drewry.co.uk.

DREWRY SHIP RELIABILITY (ALL TRADES)



Source: Drewry's Carrier Performance Insight report

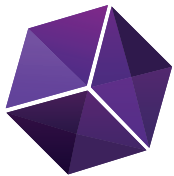
MAERSK SHIP RELIABILITY



Source: Drewry's Carrier Performance Insight report

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REPORT: EUROMOVERS CONFERENCE



● Gerhard Norek.



● Denis Zonneveld.

EUROMOVERS celebrates the first ten years

The Hotel Leonardo De Vinci in Rome was the venue for the 2014 EUROMOVERS conference. Unlike any other event in the moving calendar, when you walk in it really does feel as if you have been invited to join a family celebration.

It was the 10th anniversary of EUROMOVERS International's formation and Managing Director Thomas Juchum welcomed everyone and introduced the Board of Directors. It was a significant milestone in the development of the organisation which was graced by the attendance of Gerhard Norek, the organisation's first chairman. "Today we celebrate ten years of cooperation, ten years of success and ten years of the EUROMOVERS family," said Thomas. "I congratulate all the members and thank them for their loyalty, integrity and dedication to this special group of removal experts."

The conference included a video presentation commemorating ten years of EUROMOVERS' history, a presentation by Gerhard Norek, a review of the year from Steve Jordan, the Editor of *The Mover*, and an

interesting and thought-provoking keynote speech by Dominique Alhéritière, the Honorary Chairman of the Executive Board of AIDA (International Association for Water and Law).

Business, as always at EUROMOVERS, was conducted in two separate parallel meetings, one for the agents, partners and guests; and one for the EUROMOVERS directors.

Board report

Before delivering his Board report, the EUROMOVERS Chairman, Denis Zonneveld, thanked the conference sponsors, Reason Global, Red Recruit, Roldo Rent, Container Plus and Transpak for their faithful support.

In his Board of Director's report he said that EUROMOVERS currently had 56 members

worldwide. The goal was to achieve a membership of 60 within the next 12 months. He said that every point raised at the 2013 conference in Istanbul had been implemented and included in the company's bylaws; that the website had been modified in line with the global corporate ID; the EUROMOVERS payment protection plan and quality standard, based on BS 8564 were in place; and the EUROMOVERS app was in the testing phase. He said that the company's attendance at IAM last year was successful and hospitality space had been reserved for this year in Orlando.

Gerard Norek

EUROMOVERS' first Chairman, Gerhard Norek was the guest of honour at the Rome conference. Together with his Dutch EUROMOVERS colleagues Ad van den Eijnden and Anton Gul, he was one of the architects of EUROMOVERS International.

He said that his company had been a member of another global group for many years but felt that it was too expensive and generally not a good experience. On the formation of EUROMOVERS, Gerhard said, "We decided to try our luck ourselves to create cooperation that was not expensive and was more democratic." Having started EUROMOVERS in Germany it soon became obvious

"Don't forget, the world is not a peaceful place. Therefore it's up to you to work together to build a successful global society."

Gerhard Norek

that partners would be required all over the world and so EUROMOVERS International was born.

"It's very important to have reliable partners all over the world," he said. "But they need reliable, quality-oriented partners too. For them, working in Europe is not as easy as working in the US. We have different countries, traditions and languages so it is very important to have one large central office in Luxemburg to assist people." Gerhard praised many of the key people he had worked with over the years but singled out Thomas Juchum, calling him 'the Braveheart of the industry', who provided that central support for the benefit of members worldwide.

In signing off, and in view of the rising tensions in Ukraine in the



● Thomas Juchum opens the tenth EUROMOVERS conference.

Water for Peace

How the world comes together to secure the fountain of life



● Dominique Alhérière describes the miracle that is Water for Peace.

Water was on the agenda for the keynote speaker at the EUROMOVERS conference as Dominique Alhérière, the Honorary Chairman of the Executive Board of AIDA (International Association for Water and Law), took the stage. It was a subject that was not of particular relevance to the moving industry but was vital as a matter of fundamental importance to us all.

Dominique spoke of a frequently reported potential catastrophe and a miracle that was preventing it. He said that despite the fundamental nature of water, and the potential for what he called "water wars", water had become more of a unifying factor than the cause of dispute.

He looked at the Mediterranean region as an example. He said that it had 3% of the world's population but only 1% of its water reserves. Population continues to increase. Tourism that uses immense volumes of water for hotels, golf courses, etc. is on the increase. Advancing agriculture causes pollution making water difficult to reuse. Many countries have outdated industrial practices, and many domestic systems were leaking and used obsolete fittings.

Dominique said that this situation could look very gloomy but for a miracle that had taken place and was continuing.

Firstly, the discovery of the world's largest underground aquifer in North Africa with enough water to last 2,000 years. Some

say that it's not a renewable resource so should not be exploited. "But it would be like saying to a cave man that he shouldn't use flint because it wasn't renewable," he said. "When you have such huge quantities it's legitimate to use it."

His second reason for optimism was the rapid development of technology for the use and reuse of water. In particular he spoke about modern desalination plants that could produce fresh water almost as cheaply as conventional resources.

Finally, the improvement in techniques for water usage. Industry is now more efficient. New methods of irrigation and the use of special grasses have cut water usage on golf courses dramatically. And hotels and domestic suppliers are investing heavily in new equipment.

The required financial investment is coming from organisations such as the World Bank that is supporting private investment; the World Health Organisation and UNICEF are working with the World Water Council; and even politicians are playing their part by coming together to secure water supplies. "Even the commissioners for Israel and Palestine talk constructively about water."

Dominique concluded by saying that agreed targets to cut by half the number of people who had no access to safe water, by 2015, had already been achieved. "There are still one billion people affected but progress is being made more quickly than in any other sector." A miracle indeed!



at Rome conference

news at that time, Gerhard struck a cautionary note. "Don't forget," he said, "the world is not a peaceful place. Therefore it's up to you to work together to build a successful global society."

The year in brief

As part of the EUROMOVERS conference, Steve Jordan, Editor of *The Mover*, presented a brief roundup of some of what he considered to be, the more interesting stories his magazine had published over the last 12 months. In doing so he gave the delegates what he called a 'slap across the head' to encourage them to use the publication more to promote their ideas, thoughts and businesses to a worldwide audience.

The stories Steve focussed on were just a sample that he felt were significant. He told of the company in New Zealand that had started giving its workers breakfast every day to improve nutrition and productivity. Not surprisingly, it worked. The feature story about Agility, the company that holds the MOD contract in the UK that had helped its suppliers improve their businesses by imposing strict quality standards. Interviews with people such as Rennie Schafer, from the Self Storage Association and Michael Gerson who described how he created his

company's image of quality from a virtual standing start. And he provided a brief resume of the conferences so far attended: IMC, FIDI and OMNI.

Steve's presentation was designed to illustrate the variety of the stories that appear in the magazine. Then came 'the slap'. He said that of all the companies in the room, only two had ever sent him a story for publication. He said that they were all missing a golden opportunity to publicise their companies and to make their opinions known. "Everyone has plenty of opinions in the bar," he said, "so why do so few want to share them more widely." Needless to say, as he walked off the stage a small queue soon developed of people with tales to tell. Mission accomplished!

● The Mover Editor Steve Jordan gave delegates a 'slap across the head'.



REPORT: EUROMOVERS CONFERENCE

EUROMOVERS at play

It's not all business at the EUROMOVERS conference. As well as some relaxation time enjoying the sights of Rome, there was the traditional last night party, this year at a restaurant just a gentle stroll from the conference hotel. Great Italian food, entertainment from Alain Iannone, a mind-blowing magician, and the inevitable song (or two) from EUROMOVERS' own home-

grown operatic star, and conference sponsor Luigi Briotti.

Those who attend EUROMOVERS regularly will be familiar with Luigi's operatic outbursts which are welcomed and enjoyed by all at any time. However, when in Rome, they were ideally suited to the occasion and added immensely to the atmosphere and sense of occasion. Well done Luigi.



● Thomas Juchum cuts the cake in celebration of ten years of EUROMOVERS International.



● Luigi Briotti breaks into song.



● Alain Iannone entertains the crowd.



Cooperation award winners

The whole point of a network is for member companies to trade together. In 2013 the 38 EUROMOVERS members that took part in the organisation's annual survey recorded 1,047 shipments exchanged, approximately 18% of which were outside Europe. Members were asked to rate their partners in terms of quality of workmanship, quality of administration and finances with the winners and the top booker receiving awards.

Grundell from Finland was the top booker and also led the pack in overall service quality. Gebr. Roggendorf from Germany came in first place for finances.

TOP BOOKERS 2013

Position	Name	Points
1	Grundell	118
2	Dijkshoorn	71
3	FOX	64
	Gebr. Roggendorf	61

QUALITY RELATED LEVELS 2013

Position	Administration	Points	Finances	Points
1	Grundell	4.4	Gebr. Roggendorf	4.2
2	AW Transportation	4.33	Grundell	4.15
3	MS Partnership	4.3	Geuer International ETSA	4.1

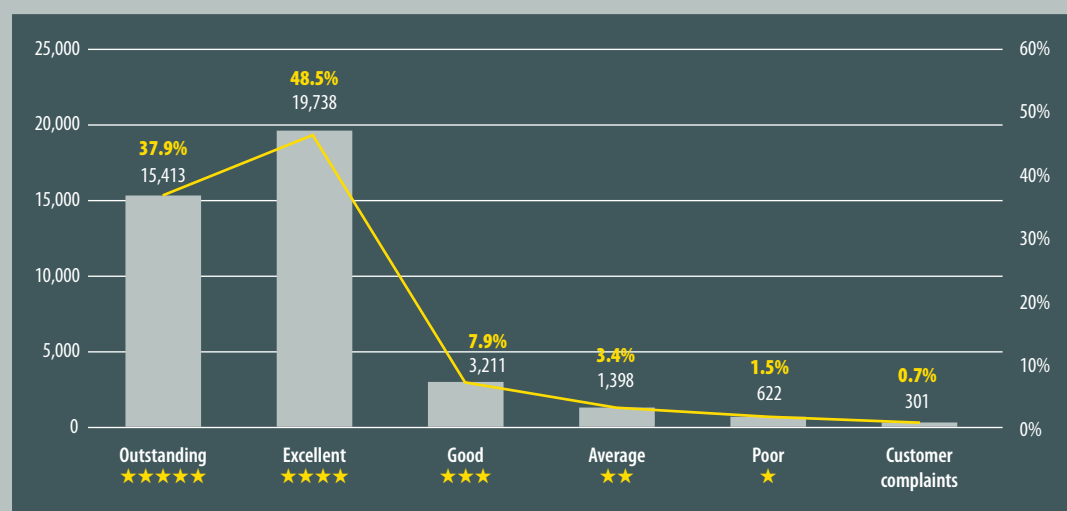


● Top: Anni Klami and Hanna Lempola from Grundell in Finland, top booker for EUROMOVERS; above: Stephan Stauss from Gebr. Roggendorf in Germany, first for finance.

Customer survey

EUROMOVERS also conducted a customer survey of 40,000 customers who had used members' services during 2012. Overall nearly 38% of transactions

were rated as 'outstanding' with a further 48.5% considered to be 'excellent' and 7.9% 'good'. Only 0.7% of transactions generated a customer complaint.



Commemorative plaque

During the plenary session all delegates were given a commemorative plaque, sponsored by MS Partnership 2000 S.R.L and Euromoving 2000 Milano S.R.I.



NEWS: ON THE ROAD

Motorists unhappy with pothole repairs

The government has got a long way to go to convince drivers that they have the pothole problem under control as 67% of motorists think that they are doing a bad or a very bad job of maintaining the nation's roads, according to the latest research published today by road safety charity, the Institute of Advanced Motorists.

Almost two thirds, 65%, of female drivers believe that the government is doing a bad or very bad job, but the figure increases for male drivers with 69% unhappy with the current state of the roads.

There is a clear lack of communication between the motoring public and local councils. A third of drivers, 34%, think that their council is cutting spending on road maintenance but 60% of drivers don't know if budgets are being cut, suggesting councils are performing poorly on informing and engaging with local residents. Over half of drivers, 52%, think that local councils are doing a bad or very bad job of looking after local roads. 57% of males and 49% of females believe their council is doing a bad or very bad job.

IAM Chief Executive Simon Best said, "Despite the government's pothole review, there is a high level of dissatisfaction with the efforts of

authorities to keep our roads safe and smooth to drive or ride on. The government needs to convince motorists that they have a real cure for the pothole pandemic. This can only be achieved through clear communication on new policies, more sharing of resources, sustained long-term funding and a continued commitment to eradicating the maintenance backlog of crumbling British roads."



● Simon Best.



City congestion in UK getting worse

Traffic congestion in cities across the UK has got significantly worse over the past year, according to a new report by satnav manufacturer TomTom.

The fourth annual Traffic Index shows average journeys in 2013 took 27% longer than they would in free-flowing traffic – up from a 26% delay in 2012.

Traffic jams in ten out of Britain's 17 biggest cities have become worse over the past 12 months, five have failed to improve, only two - Leeds-Bradford and Bristol - have improved.

The report also suggests that drivers using rat runs may actually be making their journeys slower. The data shows that local roads have twice as much lost travel time (32%) as main roads (15%).

And British commuters are now spending ten working days a year stuck in traffic, up from nine days a year ago.

TomTom analysed over ten trillion pieces of data worldwide to compile its traffic index, which showed that Moscow remains the most congested city globally with congestion at 74%, rising to road rage levels of 141% in the evening peak. Istanbul

UK's ten most congested cities

Percentage of additional journey time compared to free flowing traffic.
0% = Free flowing traffic

Belfast	36%
London	34%
Edinburgh	34%
Bristol	32%
Brighton	31%
Manchester	26%
Leeds-Bradford	26%
Sheffield	26%
Liverpool	25%
Nottingham	25%

Source: TomTom Traffic Index June 2014.

(62%) is in second place, followed by Rio de Janeiro (55%).

"Traffic congestion is nothing new, and continues to be a global challenge," said Harold Goddijn, CEO of TomTom. "The traditional responses to congestion - such as building new roads or widening existing ones - are no longer proving to be effective."

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The European Movers Network



Lack of justice for drivers who kill

Road safety charity Brake has renewed calls for tougher charges and penalties for drivers who kill and injure following the publication of government criminal justice figures for 2013.

The figures show the large proportion of drivers who kill and seriously injure being let off with relatively low penalties, reinforcing the importance of a forthcoming review of charges and penalties, recently announced by government.

In total, 438 drivers were convicted of causing death or



bodily harm. Just over half (55%) were given immediate prison sentences, up slightly from 54% in 2012. Only one in seven (14%) were given more than five years in prison, a small increase from one in ten (10%) in 2012.

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REPORT: EuRA CONFERENCE 2014



The EuRA Conference 2014

David Jordan reports from Edinburgh.

Like every capital city, Edinburgh has an atmosphere all of its own. As the train pulled in to Waverley station I snatched my first view of the castle, its granite walls clinging to the extinct volcano where it has dominated the skyline for the better part of a thousand years. Edinburgh is truly an historic, enigmatic city, an exciting venue for the 2014 EuRA conference.

From 9 -11 April 670 delegates from around the globe gathered at the prestigious Sheraton Hotel Edinburgh for the 17th EuRA annual conference.

In what has become something of a tradition, the conference began with a series of training sessions covering a variety of relocation related subjects including achieving Excellence in Service Delivery and Talent Mobility.

Later, regular EuRA host Frances Edmonds opened the show in her usual

energetic style by leading delegates in a rousing rendition of Auld Lang Syne with spoof lyrics specially written with a EuRA theme. With everyone suitably warmed up CEO Tad Zurlinden accompanied by EuRA's President Patrick Oman took to the stage to welcome everyone to the conference and present a review of the past year.

Frances introduced Keynote speaker Steve Jones, a Canadian branding and marketing expert who delivered an entertaining, and very noisy presentation, called Brand like a Rockstar in which he showed how the lessons he'd learned during 30 years in the music industry can be applied to a relocation business. Being different from the crowd: taking risks, being consistent and turning up the volume to 11 (exceeding expectations) were some of the examples Steve gave.

With the sound of AC/DC and U2 still

● Top left: Tad Zurlinden and Patrick Oman; top centre: Frances Edmonds; above left and right; two of the three panels in session.

buzzing in our ears it was time to change into our glad rags, or this being Edinburgh, kilts and sashes, for the gala dinner. The venue, The National Museum of Scotland, was superb and after a magnificent steak meal washed down with a glass or two of wine, we were all dazzled by the sudden appearance of a full Scottish military band, complete with busbies, drums and of course bagpipes. It was quite a surprise and made a great finale to a memorable evening.

Perhaps surprisingly, given the night before, there was an excellent turn out for the first morning business session. Dean Foster, President of DFA Intellectual Global Solutions and expert on global culture gave an interesting talk about the 21st century expat and how to meet the challenges of working with and managing global multicultural teams.

Three panel sessions before and after

REPORT: EuRA CONFERENCE 2014



● Top, the gala dinner in full swing; above: the conference venue hotel; left: the pipe band.



● Top left: Steve Jones; top right: Andrew Wilson; left: Dean Foster; above: gala attendees in full regalia.

lunch looked at the need to diversify and how new technology is changing the way customers access services. The panellists also discussed how specialisation can help buck the trend for relocation services becoming commoditised, and how by personalising services and marketing USPs, companies can differentiate themselves from the rest.

The conference ended with a closing speech by Sky News' Chief Foreign Correspondent, Andrew Wilson in which he related stories from his 25 years in the international news business. His fascinating,

With the sound of AC/DC and U2 still buzzing in our ears it was time to change into our glad rags, or this being Edinburgh, kilts and sashes, for the gala dinner.

heart rending, sometimes gory tales of reporting from the war-torn regions of the world had the audience clinging to his every word. His travels, often with his family in tow, made him the perfect speaker to address a conference of people dedicated to international relocation and the wellbeing of expats.

As always, the conference was brilliantly organised and a great pleasure to attend. Next year the EuRA conference moves south to the Portuguese city of Porto on 22-24 April.



REPORT: YOUNG MOVERS CONFERENCE



Young Movers take on London

The Young Movers Conference took place at the Regent's Park Marriot Hotel from 1-3 May, 2014 with 170 attendees from across Europe and beyond coming together for networking – and a bit of fun.

The conference included a programme of events that gave the delegates the opportunity to see some of the sights of London in a relaxed atmosphere, and make a trip to Thorpe Park theme park.

Jamie Durrans from G&R Removals joined in. He said that it was a well organised conference with a great programme of events. "It was great to meet people in similar job roles," he said. "It was good to meet people who are new to the industry and in similar positions to myself, and to have relevant and beneficial talks with the leaders of some of the top moving companies. It's a good way to share experiences and learn from each other."

Gerard Geijtenbeek from Roldo Rent has been a sponsor and supporter of the Young Mover conferences since 2001 and is one of the few sponsors to have a long-term relationship with the organisation. "We sponsor the conferences because we strongly believe that the conference contributes to the development of the moving industry," he explained. "A more educated youth, stronger relationships and the exchange of knowledge will lead to a more

professional industry which is in the long-term a benefit for the suppliers as well. The participants of the conferences will be tomorrow's business leaders, so we are not focussing on short-term

● Above and below: young movers at the London conference. Photos: Gerard Geijtenbeek of Roldo Rent.



benefits but on long-term relationships."

Gerard said that the Young Movers Conference was successful because there was a very open and familiar atmosphere including an interesting programme of events such as fun at Thorpe Park, a view of the city from the Thames, a treasure hunt and tea at the Ritz. "One of the most important things of the Young Movers conferences is the networking and the participants had plenty of opportunities to see each other. They also listened to UK business leaders and did have the opportunity of exchanging knowledge with them."

Next year Young Movers will be in Sofia, Bulgaria.






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CHARITY: ANGLO PACIFIC AND WINSTON'S WISH

Across India in a Rickshaw!

Anglo Pacific has been supporting bereaved children's charity, Winston's Wish, for six years, raising tens of thousands of pounds. However, Sales Consultant Chris Field recently went the extra fundraising mile (3,000 in fact) with a Rickshaw Run across India.

Setting off on 2 April, Chris, and pals Matt and (another) Chris from New Zealand, joined 74 more dilapidated rickshaws at the Kochi, Kerala, start line in southwest India, before setting off for an eventful fortnight-long 'race' to the finish in Shillong, Meghalaya, northeast India. With no set route and no back-up, the wholly unsuitable 7hp three-wheeler (top speed 55kph – downhill) was sure to get lost and break down, but Chris and co couldn't pass up the chance to see the real India and raise money for Winston's Wish and rainforest charity Cool Earth in the process.

"The whole experience was terrifyingly amazing and utterly exhausting. India is a truly amazing country that you just can't compare to anywhere else, I would do it again in a heartbeat."

Chris Field

"I wanted to experience India, somewhere I have never been, but not in the traditional way a traveller might," said Chris. "I didn't fancy taking trains, planes and a Lonely Planet guide, exploring the same areas westerners always frequent, but instead

visit small villages that'd maybe never even seen a westerner in a decade. The opportunity to drive the most unsuitable vehicle across what are widely regarded as the world's most dangerous roads was also immensely appealing. The whole experience was terrifyingly amazing and utterly exhausting. India is a truly amazing country that you just can't compare to anywhere else, I would do it again in a heartbeat."

The trio's endeavours earned them a 'Best Tale on the Road' Award from the organisers at the finish line. Halfway across India, they managed to reach, unaware and undetected at first, the frontline of an army versus bandits standoff. 76 people had been killed in the previous two weeks and the British lads were surrounded by gun- and grenade-wielding soldiers whilst taking a toilet stop in some bushes.

"We were marched back to the rickshaw, arms behind our heads," says Chris, "and forced to make a 200km detour. This detour took us to a rather industrial city on the east coast, but we managed to stumble across a cheap-as-chips five star resort complete with infinity swimming pool and complimentary champagne. We filled our boots. What a difference a day makes ..."

This wasn't their only run-in with authority. They were pulled over for many

reasons, had their bags searched on suspicion of money laundering, and a number of police demanded 'payment' for various 'misdemeanours'. One insisted that charity do-gooders were required to wear a charity uniform by law, but accepted 200 rupees (£2) to drop any charges. Meanwhile, the rickshaw's reliability was decidedly 'un-'.

"We had around 20 breakdowns, from the engine snapping clean off its mount to wires melting in the heat – it regularly hit over 47°C. When the engine mount went, a local fixed it with a bit of rubbish he found by the side of the road to last us until the next day. The Indians are very resourceful and always happy to help, even when neither of us spoke each other's language. The most frustrating breakdown happened after we pushed the rickshaw up 20km of steep mountain roads to stunning Darjeeling, only for the brakes to completely fail on the way down. But we were always treated like royalty, mobbed like Justin Bieber must be every time we stopped for water or fuel, I have never waved so much in my life."

Chris, Chris and Matt's endeavours raised an incredible £1,208.04 for charity at the last count, split £611.61 for Winston's Wish and £596.43 for Cool Earth. Anglo Pacific employees contributed generously to the two causes and the directors were especially forgiving in letting Chris have the time off.

Prohire invest in new fleet

One of the UK's fastest growing commercial vehicle hire and fleet management specialists, Prohire Plc, has announced an investment approaching £1 million in its 'spot rental' fleet.

This is the second significant investment Midlands-based Prohire has made in its 'spot rental' fleet in a matter of months and follows February's news that the company had spent in excess of £2.5 million on new vehicles.

As part of this most recent investment Prohire has placed orders for around 35 vehicles, including: 7.5t Iveco Eurocargo trucks; 18t and 26t DAF Curtainsiders; Mercedes Axor tractor units; and 3.5t Mercedes Sprinter vans with refrigerated bodies.

"Spot rental' has become an increasingly significant part of our business," said Dan Stevenson, Prohire's Rentals Manager. Dan believes that the growing demand

for 'spot rental' vehicles reflects the fact that some companies are treating news of the upturn in economic conditions with a degree of caution.

He commented: "Business is improving and companies are beginning to feel that they are coming out of recession, but in a lot of cases there is a reluctance to overstretch by buying, for example, a new £70,000 tractor unit to service a new contract. So rental options are particularly attractive."

Prohire now has close to 300 vehicles ranging from car derived vans to 44-tonne tractor units in its 'spot rental' fleet and vehicles can be rented for any amount of time – from one day to seven years!



● Prohire has ordered around 35 new vehicles.

Institute of Advanced Motorists supports Good Samaritan scheme

Driver First Assist (DFA) has joined forces with the Institute of Advanced Motorists (IAM) to promote the benefits of early incident response.

A person can die from a blocked airway within four minutes, but in the UK the ambulance target response time is twice that.

The DFA course trains drivers how to deal with the aftermath of a crash before the arrival of the emergency services. This includes guidance on how to secure the scene, administer basic first aid and provide accurate information to the emergency services when needed. DFA members act in a voluntary position and as such are

regarded as Samaritans, meaning that there are no legal ramifications for their actions, and DFAs are under no obligation to assist if they aren't comfortable with doing so.

While the initial focus for the training is fleet drivers, anyone can become a DFA member. Over the coming months the IAM and DFA will be working together to promote the scheme through the IAM's group network, with reciprocal membership benefits for both IAM and DFA members.

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INTERVIEW: ROY YEARLY

The surprising story of a 'quiet' man

Many will remember Roy Yearly as the quiet man who worked diligently as BAR's General Secretary Brian Mitchell's assistant during the 1980s and early 90s. But there was another side to Roy's life that few beyond his immediate circle could scarcely have imagined.

A deeply patriotic man, Roy was convinced that several members of the Wilson government were spying for the Russians and even applied to join MI6 in an effort to expose them. He was also troubled by what he saw as the breakdown of law and order and the government's failure to do anything about it.

His application was rejected, but Roy's campaign to out the truth continued, using his skills as a poet to write verses expressing his thoughts about what he believed to be the dishonesty of people in power and their apparent unwillingness to protect the best interests of his country.

To avoid revealing his identity Roy planned to publish his material using the pseudonym, R.W. Yaye - derived from his full name Roy William John Yearly. In those days before the Internet and social media, disseminating material to a wide audience was beyond the resources Roy had at his disposal, so the project never really got off the ground. However the poems he wrote still survive, and one, based on Rudyard Kipling's famous work 'If' is printed here. Roy also wrote a poem entitled 'Helping Dad', about the moving business, that he dedicated to George Dunn, WWII bomber pilot featured in *The Mover*, January 2013, who was his mentor when at BAR.

Roy, now 84, still believes his theories about subversion in government to be true, but the passing of the years and a message he believes came spiritually from his late brother, have tempered his resolve to bring the surviving culprits to justice.

Roy's 23 year old brother Henry, a bomber pilot in the RAF, was killed in Italy during the Second World War and it

was during a visit to his grave near Bari that Roy believes he made contact. "I was walking away from the grave with my wife when we both stumbled, Marion to the left and me to the right, as if someone has passed between us," said Roy. "When we returned home a medium at our local Spiritualist church whom we had never seen before, approached us and said he could see a man in a sort of uniform (a flying suit?) and that he thanked us for visiting but that we needn't have done it. I think he meant we were together in spirit always and so travelling to his grave didn't make any difference."

"Henry was far less radical than me and I felt his influence when I was feeling so angry and trying to put things right. He effectively said 'drop it Roy' and so I did."

Roy says he still feels the influence of his brother, although his discontent with the world has passed. "My sins and weaknesses are gone, and now I'm perfect," joked Roy.



● Roy Yearly.

IF Tenacity

IF you refrain from emigrating
When politicians would so contrive affairs,
That one's wages can't be spent on educating,
But are steered towards consumer goods and wares.

IF, whilst holding prejudice 'gainst no man,
And knowing all are equal before HIM,
You yet prefer the customs of your people,
To those transient from beyond the rim.

IF you are tired of being told what Britain now is,
And prevented from shaping now you'd have it be,
Feel resentful of propaganda by all mediums,
Including controls on casting composition for TV.

IF, whilst those things our people gave blood or life for,
Are discarded by knavish fools or foolish knaves,
You can keep your head, and await the proper moment,
When vigour and verve again this island saves.

IF your latent nationalistic fervour,
Can still be aroused by pulsing heart and brain,
Yet may you keep your virtue,
And Britain be Great again.

R.W. Yaye,
June 1995

House prices could quadruple in just twenty years

Without a radical programme of house building average house prices in England could double in just ten years to £446,000, according to new research released in May.

In twenty years they could quadruple, with the average house price estimated to rise to over £900,000 by 2034 if current trends continue.

The research from KPMG and Shelter also reveals that, more than half of all 20-34 year olds could be living with their parents by 2040, as soaring housing costs caused by the shortage of affordable homes leave more and more people priced out of a home of their own.

The warning comes as KPMG and Shelter launch a landmark new report, outlining how the 2015 government can turn the tide on the nation's housing shortage within a single parliament. With recent government figures showing that homeownership in England has been falling for over a decade, the consequences of our housing shortage are already being felt. The report sets out a blueprint for the essential reforms that will increase the supply of affordable homes and stabilise England's rollercoaster housing market.

The report calls on politicians to commit to an integrated range of key measures, including:

- Giving planning authorities the power to create 'New Homes Zones' that would drive forward the development of new homes. Combined with infrastructure, this would be led by local authorities, the private sector and local communities, and self-financed by sharing in the rising value of the land;

- Unlocking stalled sites to speed up development and stop land being left dormant, by charging council tax on the homes that should have been built after a reasonable period for construction has passed;

- Introducing a new National Housing Investment Bank to provide low cost, long-term loans for housing providers, as part of a programme of innovative ways to finance affordable house building;

- Helping small builders to get back into the house building market by using government guarantees to improve access to finance;

- Fully integrating new homes with local infrastructure and putting housing at the very centre of City deals, to make sure towns and cities have the power to build the homes their communities need.



"For many people, particularly those in their twenties, the aspiration of owning their own 'castle' is fast becoming a fairy tale."

Marianne Fallon

Marianne Fallon, UK Head of Corporate Affairs at KPMG, commented, "What is clear from our report is just how big and messy our housing problem is. For many people, particularly those in their twenties, the aspiration of owning their own 'castle' is fast becoming a fairy tale. However, our report shows that a government which is prepared to roll up its sleeves and commit to a programme to tackle each element of the problem, over a parliament and beyond, has the chance to make home ownership a realistic dream again."

Caged, neglected and in torment. Please help.



When we found Monti, the 18-month-old bear was being kept by a hotel owner in Bulgaria, for the amusement of guests. For Monti, his 9m² cell was roughly equivalent to a man living in a telephone box – and he'd been caged since being a few days old.

Monti is now recovering at our bear sanctuary in Belitsa, Bulgaria, but we know that more bears like him are suffering today. FOUR PAWS is a leading force in global animal welfare issues and is committed to taking action against all forms of animal cruelty.

Will you give us the urgent help we need to rescue more bears like Monti and put an end to their torment?



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NEWS: PEOPLE

New arrival at Grospron International

Morgan Ledoux from Grospron International and his partner Cheryl Lees from software specialist Moveware welcomed their baby daughter 'Rose Aurelie Ledoux' on 18 March. French dad, Australian mum, born in London, living in Paris; another industry fairy tale? The Frog & the Kangaroo ...



● Proud dad Morgan with baby Rose

Robinsons appoints Head of Client Services

International relocation specialist, Robinsons, has announced the appointment of Emma Trafford as Head of Client Services.

In a new role for the company, Emma will be providing strategic support to Robinsons' key client accounts, helping to create tailored relocation services that suit their individual business objectives.

Emma joins Robinsons with more than 18 years' experience in managing complex domestic and international assignments. After starting her career at Powergen plc (now E.on) and going on to work in major blue-chip companies including GKN plc and Foster Wheeler Inc, Emma has worked internationally in Asia and the Middle East and spent time troubleshooting on the ground in some extremely challenging locations. She spent the last three years as global account director at SIRVA Relocation where she was responsible for the strategic direction of client accounts.

As one of the largest independent relocation solution providers in Europe, Robinsons relocates more than 10,000 families every year. In her new position Emma will be working closely with Robinsons' key clients to build their relocation programmes from the ground up. She will ensure clients are up to speed on the latest issues, trends and practices and identify and explore new innovative ways of delivering relocation services.

Emma Trafford said: "I am delighted to join such an established player in the relocation sector. The business has been operating for more than 100 years and is going from strength to strength. My role will be to help bring some additional strategic direction to clients' relocation programmes and help them achieve their relocation



● Emma Trafford.

"We are delighted that Emma has joined our team – she adds real value in terms of our global relocation service offering."

Rhonda Olsen

objectives."

Rhonda Olsen, Group Director at Robinsons, commented: "We are delighted that Emma has joined our team – she adds real value in terms of our global relocation service offering. Having worked for years with HR professionals, Emma has a real insight into the challenges they face when relocating their employees and can use this knowledge to help make our customers' relocations a smoother, more efficient and ultimately cost effective process."

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The White & Co Mystery Mover



Lots of you spotted a very dapper Denis Caulfield in last month's competition photographed in Spain in 2008. Actually he doesn't look much different now. But it was Scott Rust from Central Moves in Twickenham who was first back with the right answer. Well done Scott. This month's picture might appeal more to our international readers. Again, it's a while back, but who is the rather confident looking young man in the foreground. E-mail editor@themover.co.uk with your best guess and you could easily be the winner of a famous White & Company Red and Black watch.

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Arthur Longbone retires

Arthur Longbone worked for Selles in Hull for 14 years and Pickfords in Manchester for a further 25. He has now been with Appleyards of East Yorkshire for the last seven years and celebrates his retirement in July. Happy retirement Arthur.



● Arthur Longbone.

Kate and Paul say they will

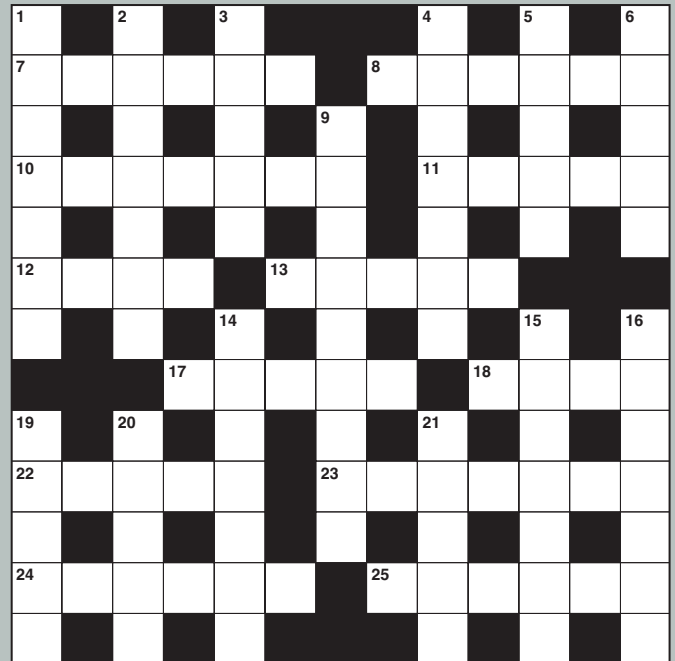
Kate Prosser, the Administration Manager at Britannia Lanes of Somerset and Bristol married her fiancé Mr Paul Chillingworth at St Marys Church in Bridgwater on 12 April, 2014 and became Mrs Kate Chillingworth. According to Ria Russell, the company's Director, Paul and Chris delayed their honeymoon in Turkey to fit in with their work commitments. True commitment!



● Paul Chillingworth and Kate Prosser.

Puzzles

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ACROSS

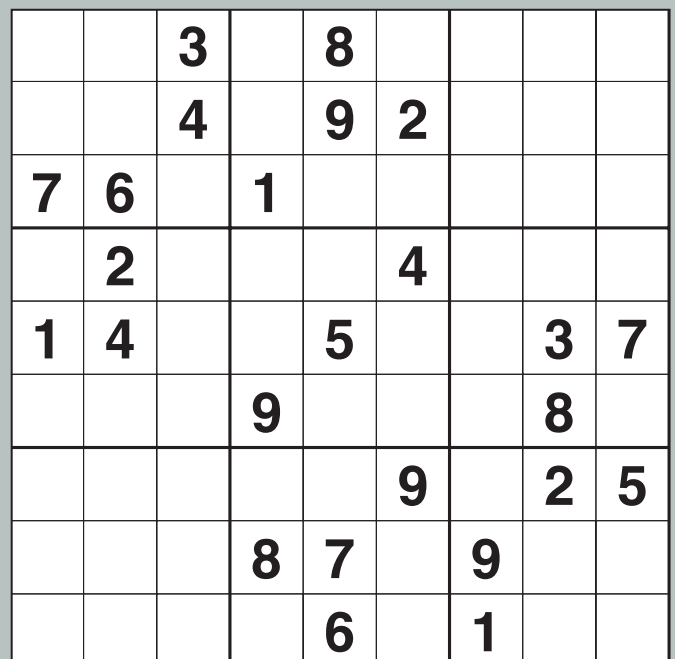
- 7 Fibre from the angora goat (6)
8 Rue doing something (6)
10 Big shot; head honcho (7)
11 Loose scrums (rugby) (5)
12 Not odd (of a number) (4)
13 Make a search (5)
17 Smooth transition (5)
18 Salvage (4)
22 ____ Lewis: British singer (5)

- 23 Unaccompanied musician (7)
24 Adhesive putty (6)
25 In the ____: about to happen (6)

DOWN

- 1 Breaks into pieces (7)
2 Sent by sea (7)
3 Eg. the Thames (5)
4 Illegally obtain money by deception (7)

- 5 Armistice (5)
6 Hiding place (5)
9 Large gathering of people (9)
14 Protein found in hair (7)
15 African country with capital Windhoek (7)
16 One's savings for the future (4,3)
19 South American animal (5)
20 Large waterbird (5)
21 Feign (5)



YourComments

Letter to the Editor

David Halsall

David Halsall Sons & Daughter Removals Limited

I have been in business as a removal and storage contractor for 37 years, and still I do not understand the release of keys to move customers into their new houses.

Our aim is to get our customer out of their house by dinner time on removal day, then move them into their new house in the afternoon. Sometimes we get the keys at dinner time and sometimes as late as 5 o'clock, when we are forced to

sit outside for hours or give up because the driver will run out of driver's hours.

Surely if the legal side of the sale and purchase has been done then the keys can be released? It must surely be possible to set a time of say 1pm when keys must be released, or are we still going to have to sit and wait for a solicitor to say yes? Removal men have wives and children and need to go home at a reasonable time.

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IAM 52nd Annual Meeting

7 - 10 October, 2014,
Orlando, Florida, USA

FEDEMAC General Assembly

21 - 22 October, 2014,
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CSD Annual Congress,

21 - 22 October, 2014,
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The Movers & Storers Show

21 - 22 October, 2014,
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IMC 4th convention

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Did you know?

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

There are nine languages that don't have words for colour, they only differentiate between black and white. For example, in Dan (New Guinea) things can be 'mili' (darkish) or 'mola' (lightish).

Caterpillars' bodies liquefy almost completely before morphing into butterflies in the chrysalis.

All the clocks in the movie *Pulp Fiction* are stuck at 4:20.

Two-thirds of the people on Earth have never seen snow.

The tongue is the strongest muscle in the human body.

A group of pugs is called a grumble.

The middle layers of space suits are blown up like a balloon to press against the astronaut's body. Without this pressure, the astronaut's body would boil.



Puzzle solutions

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3	5	6	9	2	7	4	8	1
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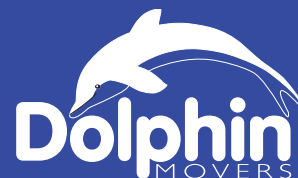
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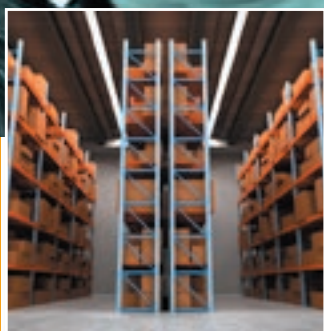


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