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Issue 052 July 2015 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



**SANTA FE  
FOOTBALL**

Steve Jordan's biased report. Page 26

# Channel Islands

## Trade Rates

Effects received at our Portsmouth receiving facility

### Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
501-1000 cuft	£1.50 per cuft
1001 - 1500 cuft	£1.30 per cuft

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### H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
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- Full origin services available on both Islands to FIDI FAIM standard

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# TheMover

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Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor  
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## Deadline:

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

## Contact Details: Advertising

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## LEADER

## Silly season in with a whimper

Steve Jordan, Editor



After weeks of constant travel gathering news from around the globe it was great to spend a whole month back in Blighty: biting winds and chilling temperatures reminded me that summer had finally arrived. It was also comforting to enjoy the virtually continuous traffic jams and road works, along with the constant nagging of people trying to get me compensation for an accident I didn't have, reminding me that the nation is, indeed, booming.

For movers it is, of course, the silly season, not just in the UK but globally. It's a time when traditionally order books are full, holidays are cancelled and vans remain unwashed. Talking to one mover the other day he said it was a bit like Christmas: you expect it but it's nice to see a parcel with your name on it to know that you haven't been forgotten.

For many Santa has come along with jingle bells and reindeer galore; but others have reported a more muted spring. It's still quite clear that we are not back to the gold plated years before the whole thing came tumbling down. There are mixed signs of recovery: mortgage approvals are up, but sales to first time buyers are reported to be down; house prices are at an all time high, but that's partly because there aren't enough of them.

It seems to me that the days of plenty might be gone forever. Banks are under increasing pressure to qualify their lending so mortgage approvals are unlikely to return to the pre-crash levels, not for some years anyway. And maybe that's a good thing. Perhaps, now that the feeding frenzy has stopped, the industry can get back to a more measured approach in which they focus on service, and learn to explain the value of that service to customers. Companies often have said to me that 'the customer won't pay more'. I don't buy that. I know that people will pay if they can recognise the value in doing so. If they can't, they won't, and the sales proposition is clearly wrong.

One more thing. I would like to welcome Ian Studd in his new position as BAR director general which he assumes this month. I have known Ian for many years and I know him to be astute, fair and friendly. He has undoubtedly earned his place as a respected member of the industry. He is perfect for the job. I wish him, and BAR, well for the future.

Steve Jordan



● Customers are provided with a PODS container.

## PODS joins the Alliance of Independent Movers

PODS, the Manchester-based containerised removal and storage company, has joined The Alliance of Independent Movers.

The PODS concept was originally established in 1998 in Florida, USA. The Manchester operation – the first in the UK – began trading in 2010.

Unlike a conventional removals service, customers are provided with a special PODS container, which they can fill themselves at their own pace, or use PODS professional packing service. When ready, the container is collected using a specially equipped vehicle – affectionately called a 'Podzilla' – and taken either to the customer's new home or to the PODS storage facility.

PODS' Managing Director Scott Cassidy said, "We wanted to join AIM to ensure we are providing the best possible service for our customers. It's great to have expert advice from other industry professionals and to share ideas. We hope to grow and expand the PODS business throughout the UK and establish relationships with other members of AIM."

**"We wanted to join AIM to ensure we are providing the best possible service for our customers."**

Scott Cassidy

AIM founder Scott Rust said, "I am very pleased to welcome PODS to the Alliance and look forward to working with Scott and his team to help them build on their success in the future."

The Alliance of Independent Movers was created to assist removers of all sizes to grow and expand their businesses while offering their customers a high level of service. For the mover with limited resources, or even larger more established businesses, AIM offers a wide range of benefits, including training services and lead generation.

  
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NEWS: UK

## 25 years of RTITB training in Barry

Long standing RTITB accredited partner, Barry Training Services (BTS), is celebrating 25 years of delivering RTITB training to the workplace transport industry.

The company offers RTITB accredited lift truck and Driver CPC training. "We have been delivering health and safety training to the industry for 25 years this year – this is a proud moment for us as a company that takes safety very seriously," said Deborah Boyle of BTS. "We strive to continually meet the demands of the industry, providing the best level of service and training possible."

Based in Barry in the Vale of Glamorgan, BTS is now a nationally recognised company, offering training across mainland UK and other European Member States including the Republic of Ireland, Holland, Denmark, Poland, Germany, Spain, Croatia and Turkey.

RTITB accreditation ensures that trainees reach the highest standard of training available and comes with free registration on the NORS (National Operator Registration Scheme) database. The NORS database enables future employers to check the operator's qualifications and details of training completed.



● Barry Training Services Ltd.

## Advertise

in *The Mover* and get a free banner advert on [www.themover.co.uk](http://www.themover.co.uk).



● Richard Healy Removals Ltd receive the DMOTY award.

## Scottish removal firm wins national award

Scottish removal company, Richard Healey Removals Ltd has been crowned BAR and *Which?* Trusted Traders' 'Domestic Mover of the Year 2015'.

The national competition, held by The British Association of Removers (BAR) is in its seventh year and is the UK's most esteemed annual domestic removals award. The winner was announced on Saturday, 23 May during the BAR Gala Dinner and Awards evening that took place in the Titanic Centre Belfast.

Richard Healey Removals Ltd is a family business, celebrating 50 years of providing an unrivalled removal and storage service. The company ensures that customers receive value for money without compromising on quality, efficiency or the personal touch. As a member of the British Association of Removers, that has over 500 of the leading professional removal and storage companies in membership, Richard Healey Removals Ltd endeavours to exceed the stringent industry quality service and business improvement standards. It also holds seven quality Standards.

A rigorous judging process, conducted by representatives from the BAR, *Which?* And Twenty Ci, was conducted over a number of stages, and looked at the following;

- Company website – its accessibility and its content;
- Removal quotations - the layout, the information and clarity provided to customers;
- Knowledge and professionalism

of staff – this was reviewed through telephone and e-mail-based mystery shopping;

- Commitment to customer service, customer feedback and satisfaction – customers were interviewed over the telephone, and face to face;
- Site visit – to review the processes used to ensure customers receive the best possible service.

### "Everyone at Richard Healey Removals Ltd is absolutely delighted to win this award."

Georgina Berry

Georgina Berry, Director at Richard Healey Removals Ltd, said "Everyone at Richard Healey Removals Ltd is absolutely delighted to win this award. It pays testament to the hard work and dedication of everyone within the company. We would also like to thank all customers and especially those who were contacted during the assessment process, as without them we would not have been able to make it into the final. The hospitality extended to all who attended the conference in Belfast was outstanding. We would like to thank everyone involved in its organisation, for us it was the most memorable to date."

## Harrow Green wins CA contract

Harrow Green has signed a three-year contract with CarillionAmey (CA) to provide furniture moving and storage services associated with Service Family Accommodation for the Ministry of Defence (MOD).

CA is a joint venture that has won the contract for the Defence Infrastructure Organisation (DIO), the arm of the MOD that supports the UK Armed Forces by building, maintaining and servicing accommodation, training sites and bases. Harrow Green's contract is for three years but can be extended by a further two years and is worth approximately 12.5M over a five-year period.

Nigel Dews, Managing Director of Harrow Green, said: "We are delighted to have been chosen by CA to support their National Housing Prime (NHP) contract activities. This is a prestigious and significant contract and we look forward to developing a very strong relationship with CA."

Antony Marlow, Head of Defence Accommodation Stores (DAS) for CA said: "This follows upon [Harrow Green's] valuable support to CA on DAS through the NGE bid stages. Aside from their professional approach throughout and high-quality bid, CA believe Harrow Green are best placed to develop and improve the newly outsourced service as our delivery partner."



● Nigel Dews.

## Fuel Card Services appointed FORS Associate

The Fleet Operator Recognition Scheme (FORS) has appointed Fuel Card Services as an Associate member, meaning that over 3,000 FORS accredited companies nationwide now have access to significant cost savings on fuel, emissions monitoring and other services.

Steve Clarke, Group Marketing Manager for Fuel Card Services said, "Reducing the cost of fuel is essential, but saving money on thousands of forecourts is only the start of the benefits available to FORS members. Fleet operators are increasingly concerned with knowing whole-life vehicle costs and we can give real help with that. Where they face stakeholder pressures on sustainability, we offer comprehensive emissions monitoring and a wealth of allied expertise. For some, it will be key that they never have to wait in a call centre queue for an anonymous stranger, because they always deal with the same person."

FORS is an accreditation scheme that delivers safety, environmental and efficiency benefits for fleet operators by encouraging the adoption of best practice industry standards. Membership of FORS is open to any organisation operating trucks, vans, coaches or minibuses.



● Steve Clarke.



● AIM members' meeting.

## AIM members meet at Twickenham

Members of the Alliance of Independent Movers (AIM) met at the organisation's headquarters in Twickenham on 12 May to discuss the group's progress during its first 18 months of operation and its plans for development.

AIM's founder Scott Rust chaired the meeting and began by announcing the launch of a new app, 'Assist I'm Moving', which will shortly be available free for both iOS and Android devices from the usual sources. The app provides people moving house with hints and advice about moving, along with a countdown to moving day to help them make timely preparations for their move, including booking a removals company. Customers will be able to request a quote via the app with the lead being given to the nearest AIM member. AIM Director Vince Roberts pointed out that around 50% of Internet searches are now made using mobile devices and that the app should prove to be

an important marketing and lead generation tool for AIM members.

Other subjects under discussion included a new Google AdWords campaign and the launch of a training service delivered by former Abels trainer Nick Saker. Courses will be available on a variety of subjects including manual handling, packing, health and safety and basic skills for new operatives. The training is open to all removals companies at competitive rates, with special discounts for AIM members.

AIM's membership now stands at 30 and is rapidly gathering pace. The Alliance was created to assist removers of all sizes to grow and expand their businesses and offers a wide range of benefits to its members.

## Stephens Removals wins 'It's a Knockout'

Staff at Luton-based Stephens Removals gave up their Sunday on 17 May to take part in Funfest 2015, a charity 'It's a Knockout' competition organised by Rushden Higham Rotary in aid of local charities. Not only did they take part, they came first, beating the team that had won the competition for the past three years.

Activities included completing various obstacle courses, some while dressed as a sumo wrestler, sack races, balancing obstacles on their heads (such as toy fish!), puzzle piece finding and building.

Stephens' Managing Director Russell Edwards said, "We are firmly in the business of helping charities and supporting our local community and if that means dressing up as a sumo wrestler and climbing over inflatable walls then so be it. The whole experience has been great for the morale of our staff and the atmosphere at Stephens has been fantastic ever since, we can't wait for Funfest 2016 to defend our crown."



● The Stephens team with the winner's trophy.

## CV show success

The Commercial Vehicle Show in Birmingham in April received almost 20,000 visitors, 5% up on last year.

There were over 450 exhibitors showing their products and services. These included several new light commercial vehicles making their public debuts. The show also had its biggest ever display of vehicles on the outside display areas.

The organisers have confirmed the dates for next year's CV Show, which will again take place at the NEC from 26 - 28 April, 2016. Full details for prospective exhibitors will be available after 1 July, 2015. Exhibitor packs will be sent direct and will also be downloadable from the CV Show website: [www.cvshow.com](http://www.cvshow.com).



● The Commercial Vehicle Show 2015.

## PROFILE: MOVE ASSURED



● John Sargent.

## Move Assured: an affordable trade organisation for smaller movers

In just a little over 18 months John Sargent has built his trade organisation Move Assured into a network of 55 removal companies covering much of the UK.

John Sargent knows what it's like to start from scratch in the removals business having started his own moving company 15 years ago after closing his greengrocery business. "I had six shops but competition from the supermarkets gradually forced me to close," said John. "I had four vans and initially turned to courier work until someone suggested doing removals, which I discovered, was a lot more profitable."

John freely admits he knew nothing about the removals business at the time and had to learn quickly to stay ahead of the game. Fifteen years on, his business, Smooth Moves is a small but successful company and John feels this gives him empathy with those just starting in the business and the credibility to advise others when they need his help.

John started his trade organisation after leaving the National Guild of Removers and Storers. "I joined the Guild for their free 20-week trial but didn't read the small print properly and didn't cancel my membership when I should have," said John. "This meant I was locked in for a further year, which I didn't want and couldn't afford. I did want to be

**"We keep a careful eye on customer feedback to make sure people are happy with our members' service."**

John Sargent

a member of something, because I believe it gives prospective customers confidence knowing your company has to comply with certain standards, but I simply couldn't afford the fees the BAR and NGRS were charging."

This was the catalyst for forming Move Assured. John was keen to establish a membership organisation that small operators could afford, that would maintain high standards and would not oblige them to stay if they wanted to leave. John's wife Leslie, daughter Holly and friend Phil Cundale joined John in his venture and now work with him to run and promote the organisation.

Potential Move Assured members must have adequate Goods in Transit, Public Liability and Employer's Liability insurance in place and are carefully vetted by John and his team before being accepted.

"We set the membership fee at

£30+VAT per month, and people can leave any time they wish without any penalty," said John.

Members are entitled to display the Move Assured logo on their vehicles and are provided with leaflets and folders to promote their business and demonstrate they are part of an established trade organisation. Customers can also visit the Move Assured website to look for a mover in their area and view feedback from people who have moved with them. There is also a Members' Area containing useful information and tips and a Facebook page where members can talk instantly to one another and exchange work. The organisation can also arrange porters to assist members with moves outside their area.

"We keep a careful eye on customer feedback to make sure people are happy with our members' service.

If a member frequently received bad feedback we would bring it to their attention and if it persisted we could terminate their membership," said John.

One thing that has surprised John is the amount of work that passes between member companies and the level of co-operation. "If a member quotes for a job that requires an additional vehicle, for example, he will often ask another local member to assist," said John. "There is no reason of course why this couldn't have happened before, but being a member of Move Assured gives people a sense of belonging, a sort of family relationship."

There are no plans to grow Move Assured into a huge organisation, but John and the team are keen to recruit members in areas of the country that are not yet covered. "It is surprising, but we don't have a member in Birmingham at the moment and there are other places such as the north of Scotland and southern Ireland where we are not represented. We would be delighted to hear from companies in those areas," said John.

● [www.move-assured.co.uk](http://www.move-assured.co.uk)

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**MATTHEW JAMES**  
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NEWS: UK

## Historic removals truck joins The Cheshire Run

John Mason International's Maintenance Manager Pat Reilly and his daughter Victoria recently took the company's vintage truck on The Cheshire Run: a 90-mile classic commercial vehicle event held every April.

This year there were 82 historic trucks, the oldest being a 1930 Ford pick up truck. The run started in Lymm and took a scenic route through Cheshire, taking in Delamere Forest and ending in Warrington in the north west of the county.

Pat said, "It was a great day for the local community, there were many interesting vehicles present including historic fire engines and unique commercial vehicles."

The John Mason vehicle is a 1960s Leyland Comet, that was previously used as a removal vehicle by the company before being converted to a break-down truck. It was then loaned to a British transport museum and later entrusted to enthusiast care before being re-acquired by John Mason International.

The historic truck is displayed at numerous transport shows and fairs throughout the year.



● John Mason's truck.

**Got an event coming up?**

Put it in the online events diary – just e-mail [nikki@themover.co.uk](mailto:nikki@themover.co.uk)



● Councillor Jan Blakey, Chairman of the Durham County Council, opens the Durham centre.

## PHS Teacrate expands with new site in Durham

PHS Teacrate has opened a new distribution centre and crate washing facility in Durham to help provide a better service to the north of the UK.

The new centre brings together crate and material stocks from the company's existing depot in Sunderland with a new £320,000 investment in crate washing facilities for crates used extensively in the food industry. The new facility will generate up to 20 new jobs in the region. Previously all the company's washing operations were performed at the Birmingham depot. The old depot in Sunderland was a shared site with restricted access. The new facility is self contained providing greater flexibility, easier access and the opportunity to extend into an additional 100,000ft<sup>2</sup> of adjacent space further as the business grows.

The new equipment in Durham has the capacity to wash and dry up to 2,000 crates an hour to the standard demanded by the food industry. Ian Cairns, Regional Operations Manager for the company said that he already had enough business to operate a full eight-hour shift however, as the business develops it will be possible to operate round the clock.

Although PHS Teacrate operates in a number of market sectors, the removals sector is still its core business representing over 50% of its turnover. Crates for removals are not washed in the machine as,

according to Gordon Philip, PHS Teacrate Managing Director, the nature of the contamination means they can be cleaned more easily and effectively by hand. However bringing all the resources into the new facility, close to the A1 and with a much greater vehicle flow through the depot, means that removal companies will benefit from a greatly enhanced service. "The new facility makes it easier for customers to access our services and opens up the north of England and southern Scotland," he said.

Crate hire from Durham benefits from the company's newly developed bar code tracking system that allows every crate leaving the premises to be logged and allocated to each commercial moving company. This helps companies keep track of exactly how many crates they have out at any time, makes billing easier and helps to prevent losses.

PHS Teacrate is also stocking its full range of packing materials for the moving industry in Durham. This will allow for the holding of larger stocks and for easier, faster distribution to the region.

The Durham centre was opened on 1 June, 2015 by Councillor Jan Blakey, Chairman of the Durham County Council. Invited guests included Justin Tyderman, PHS Group Chief Executive.

## FTA everywoman in Transport & Logistics Awards winners 2015

The winners of the FTA everywoman in Transport & Logistics Awards for 2015 were announced at a ceremony held in London on 3 June.

Hundreds of business figures attended the ceremony at the London Hilton on Park Lane to celebrate the work of ladies considered to be the finest in their roles within the transport and logistics sector.

The FTA everywoman in Transport & Logistics Awards were launched eight years ago and help raise awareness of the varied and rewarding careers available to women considering the industry as a career choice.

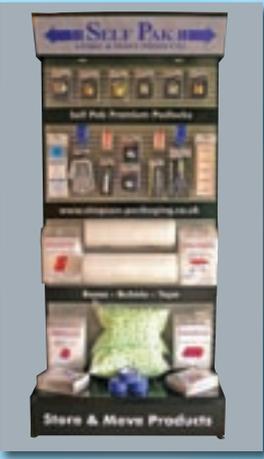
FTA's Chief Executive David Wells presented the 2015 Woman of the Year Award which was won by Fiona Kerr - Managing Director of First Glasgow.

This year's categories attracted a record number of nominations. The 2015 FTA everywoman winners come from well-known organisations as diverse as the Royal Navy, London Underground and DHL, as well as start-up enterprises, reflecting the varying options for those contemplating a career in logistics or transport.

FTA has supported everywoman and its initiatives since 2008, including the everywoman in Transport & Logistics Leadership Academy and the FTA everywoman Accelerate Programme.



● FTA's Chief Executive David Wells presents the 2015 Woman of the Year Award to Fiona Kerr, Managing Director of First Glasgow. © Everywoman Limited.



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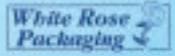
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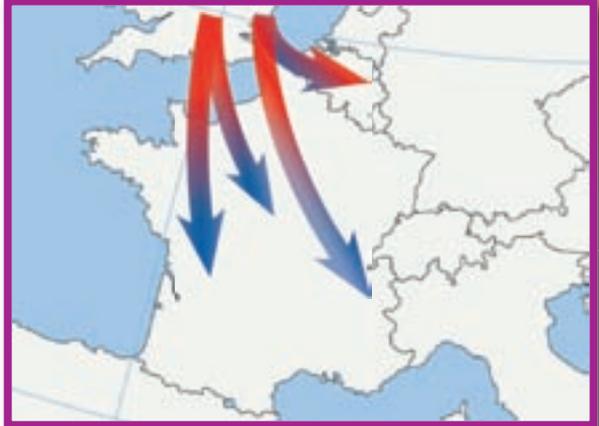
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**PROFILE:** INGRAMS INTERNATIONAL

# As they like it

**Steve Jordan dropped in to meet Ingrams of Bishop Auckland and the two brothers who run it, Malcolm and Ian Ingram. It's not your average moving company, but it's the way they like it.**

It was amid the narrow residential streets of a windswept Bishop Auckland that I came across a gathering of moving trucks painted in the instantly recognisable Ingrams livery. The low rise warehouse is in a 120-year old bus garage with the office built into the corner. But appearances are deceptive. This is no struggling hand-to-mouth business. It's successful and, importantly, does things its own way.

When I called to make the appointment Ian Ingram warned me that he was eccentric. He said that it was a 'moving company unlike any I had seen before'. That was a big claim. Having been in the business for 40+ years I have seen a few. But, I see what he means. The business is a bit unusual.

One of Ian's little distractions is, for example, collecting model removal trucks. Now this is far from odd or unique but he did have rather a lot. Containers full in fact. Although the company has advanced computer systems to run the business Ian prefers paper: but that seems fine to me. Ian is also uncompromising. He likes some people in the industry very much, and others not at all. He comes from a time when, he said, movers were "rivals, but friendly rivals". Now he thinks much of that camaraderie has evaporated. He runs an honourable business and doesn't take kindly to some competitors trying to score points against others. "Now there's no friendly anymore," he said.

The business was started by Ian and Malcolm's father, William Edward Ingram in the 1950s. He bought second-hand

cardboard cartons, turned them inside out and sold them to the local traders as new but used. Because he had a van people asked him to do removals. "So removals picked us," said Ian.

He and Malcolm keep themselves to themselves. Ian sometimes goes to BAR meetings locally but doesn't enjoy them much. "People talk about you behind your back," he said. He has never been to a BAR conference and says he would rather be "laid out on a mortuary slab than go". It seems a bit extreme but neither of the guys are much into small talk. Despite wearing the BAR badge proudly on the breast of his uniform jumper, Ian seemed pretty disillusioned with the whole trade association thing.

**"When the commercial work went away we stopped saying no to domestic removals. Now that's mainly what we do again."**  
Ian Ingram

He recently complained to BAR about a member that owed him money but the Association said it couldn't help. On another occasion BAR Services said they had never heard of Ingrams even though Ian buys 5,000 boxes at a time. As a lifetime member of BAR he felt that wasn't right. Instead he works with the people he likes and lets the rest get on with it.

Ingrams has a loyal workforce, many of whom have been with the company for



decades. Although the company is successful it's seen some difficult times. In the past much of the business was commercial and Ingrams held contracts with many local government departments and health authorities. But then cuts came and every contract had to be tendered for. "We ticked all the boxes but one," said Ian. "Price. We were too expensive."

Now some companies would have been tempted to cut charges to buy the business, but not Ingrams. "We have been around here for a very long time," he said. "Everyone knows us. When the commercial work went away we stopped saying no to domestic removals. Now that's mainly what we do again."

The company does what it does well and sticks to it. The warehouse is low rise but full to the eaves. They have even

## PROFILE: INGRAMS INTERNATIONAL



cut storage boxes down to fit under the eaves to make the best use of the space. By comparison with some warehouses I have seen, it all looks a little cramped. But I have no doubt that it works.

Ian is proud to serve the rich and famous but is far too discrete to divulge who they might be. He said that it includes royalty, personalities and the wealthy local population. He has also had the 'pleasure' of moving some of the area's more nefarious characters over the years, including gangsters. "Do they pay?" I asked. "All but one paid," said Ian. "But he's dead now so he got his comeuppance." It's all in a day's work for Ingrams.

The company does not do European work after a truck was stuck in customs for hours some years ago and Ian decided it was not for him. He doesn't believe in

● Above: Ian Ingram at the company's 120-year old bus garage premises in Bishop Auckland; below: the out-of-town document storage unit.

self storage because he says you can't control who comes in or what they bring. Nor does he do overseas work either except for a little export packing from time to time. But Ingrams has diversified. As well as the warehouse in Bishop

Auckland he has a double out-of-town unit containing 8,000ft<sup>2</sup> of document storage. He has done document storage since the early 1990s and was probably one of the first moving companies in the business to recognise it as a good idea.

Ian Ingram was right when he said he was eccentric. He is, but I have met a few eccentric people in the moving business over the years and he is no weirder than many of them. But he is unusual. He and Malcolm run a family business in their own way. They do what they want, charge what they feel is fair, take care of their staff, look after their customers, work with people they like, don't have anything to do with fools and haven't tried to be masters of everything. I like that. Maybe it's not a classic business model, but it works, and I am delighted that it does.



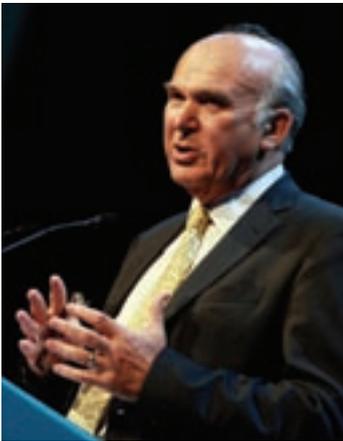
NEWS: UK

## EXCLUSIVITY CLAUSES IN ZERO HOUR CONTRACTS BANNED

New rules banning exclusivity clauses in zero hours contracts came into force on 26 May, 2015. The ban means that employers cannot prevent hourly staff from working for another employer.

The new provisions were introduced under the last government and were driven by former Business Secretary, Vince Cable. The ban is one of several provisions that were passed into law under the Small Business, Enterprise and Employment Bill.

Exclusivity clauses in zero hours contracts prevented people from boosting their income in other ways when they had no guarantee of work, this now gives people the freedom to take other work opportunities if they arise.



● Former Business Secretary Vince Cable.



● Crown vehicle.

## Crown reduces carbon for International Museums Day

To mark International Museums Day (May 18) and this year's theme of 'museums for sustainable society' Crown Fine Art is reducing its carbon footprint.

Michael Festenstein, Special Projects Manager at Crown Fine Art, was pleased that International Museums Day had brought sustainability into focus. "Thousands of packing cases are thrown away every year in this industry because they are custom-built and often only used once. When you consider they also include plastic foam inside, it really isn't good for the environment. But we have found there are ways for cases to be re-used and it is increasingly something we try to do, even when it is difficult. By re-fitting the padding inside it is often possible to re-use them."

Crown Fine Art looks to reduce its carbon footprint each year as part of parent company Crown Worldwide UK & Ireland's pledge to reduce its company-wide figures by 5%



**"Thinking about the environment and our carbon footprint is not just a policy but an intrinsic part of our company values..."**  
Barry Koolen

annually. To achieve it, older vehicles in the Crown Fine Art fleet are being upgraded or replaced with more modern stock that has lower emissions and better fuel consumption.

"That's important," said Michael. "But we also look at more innovative ways to help the environment by reducing the number of miles our trucks travel." Michael said that a good example is a recent high profile job where Crown had to deliver objects from lenders all over the country. Normally for vulnerable objects museums, galleries or private owners want someone – a courier - to accompany the painting on its journey. To reduce its carbon footprint Crown encourages lenders to share couriers thereby reducing the number of trips required.

Crown Fine Art also offers reduced rates to encourage galleries and museums to use trucks that would otherwise be returning from jobs empty. Additionally, a recent programme to help museums install LED lighting has been well received. "We have noticed a real trend towards museums and galleries taking an interest in LED lighting," said Michael. "Conservators are happy because LED lights, which don't emit damaging UV rays, are far kinder than traditional lighting which can cause art and artefacts to fade." The bulbs also last longer and use less energy.

Crown Fine Art has also installed LED lighting in all its new premises, and uses recyclable packing materials whenever possible. "Thinking about the environment and our carbon footprint is not just a policy but an intrinsic part of our company values, culture and strategy," said Barry Koolen, Managing Director of parent group Crown Worldwide in the UK, Ireland and Northern Europe. "We look at reducing emissions and also at offsetting. The aim is to reduce our emissions by 5% in the UK and Ireland each year and we are already carbon neutral."



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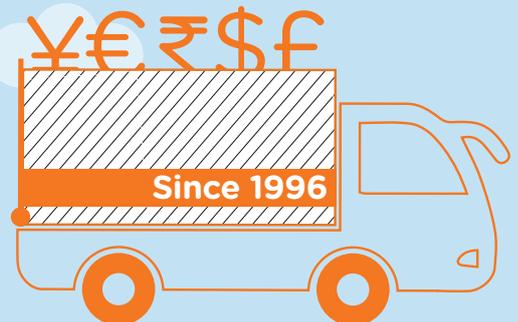
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## PROFILE: THE NEXT LEVEL

### MORTGAGE APPROVALS AND HOUSE PRICES UP

The outlook for UK moving companies looks rosy as April saw the highest level of mortgage approvals for 14 months.

Although the 68,706 approvals in April is less than half the November 2006 peak, it is still an encouraging sign of continuing market activity. This has been achieved despite strict affordability tests being applied to applications designed to make sure purchasers will still be able to afford repayments when the record low interest rates eventually rise. This means that the level of mortgage approvals is unlikely to return to pre financial crisis levels.

This news comes after the announcement that the first quarter of 2015 saw the lowest number of first-time buyers complete property transactions for two years, according to the latest First Time Buyer Tracker from Your Move and Reeds Rains. The increase in mortgage approvals suggests the second quarter figures will show an improvement.

Property prices in England and Wales continue their upward march, up 5.1% over the year to April. This, however, was driven by increases in London of 10.9% and the South East of England up 8.8%. House prices in Wales increased by 0.3% over the same period.



● Mark Ratcliffe and Andy Pearson

## Moving to The Next Level

Mark Ratcliffe and Andy Pearson have set up a new company called The Next Level. It has been created to help small moving companies become bigger by focussing on the practical side of what they do.

It's a consultancy, but one that does not profess to tell people how to run a business – just help them do better removals. It's also not another trade organisation (just to make that clear right from the start).

Both Mark and Andy have spent much of their working lives in the moving business. Both have run large, successful businesses, seen them lost because of a combination of misfortune and mismanagement, and started again in a more modest (and maybe more enjoyable) way. They have learned their lessons, good and bad, and wish to use their experience to help others succeed.

"We know that some will wonder why we are qualified to advise others," said Mark. "But it's the very fact that we have seen the good times and the bad that makes us uniquely qualified to help others. We know what went right and what didn't."

The Next Level is aimed at the smaller man and van operations that want to do the practical things better. What materials to use, the best packing and loading techniques, the most appropriate types of vans, how to lay out a warehouse for greatest efficiency, how to motivate

**"But it's the very fact that we have seen the good times and the bad that makes us uniquely qualified to help others."**

Mark Ratcliffe

crews, and how to provide a good front-line service to customers. "These are the things new companies need to know," said Andy. "I have spent much of my time in the industry training others in exactly these techniques."

Mark explained that the service is very informal. For a fee of £590, Mark and Andy will spend a day with a company and give them the benefit of a lifetime's experience on the front line. "We are not management or marketing consultants," said Mark. "We know that's not our thing. But we don't believe that there is anyone out there who knows more about removals operations

than we do. We know that given the opportunity we can give these new entrants to the industry virtually instant pay back on their investment and bring them up to the next level much faster than would otherwise have been possible."

The guys got the idea for their new business from seeing comments on Facebook from small companies desperate for help and advice on practical things. "One company had a nice warehouse but no idea how to lay it out so it was almost useless," said Andy. "Another didn't understand why he couldn't load 3½ tonnes on a 3½ tonne van. Much of it is simple stuff but not so simple if you don't know. It's our job to provide the knowledge quickly so people get these things right from the outset."

Mark and Andy are running the new business alongside their own moving businesses which will help to provide the initial finance and allow them to keep up to date with new developments in the industry. So if you run a small moving company and would like to run a bigger one, have a look at [www.nextlevelremovers.co.uk](http://www.nextlevelremovers.co.uk) and take the next step.

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NEWS: INTERNATIONAL

# European Roundup

## Biofuel not for trucks

The European Parliament gave its final approval on Tuesday, 28 April 2015 to a law limiting the use of crop-based biofuel in the transport sector. The official endorsement came after more than seven years of political bickering and lengthy negotiations between MEPs and EU Member States on the controversial law.

Biofuels can contribute to reducing global warming emissions in the transport sector but it emerged some did more harm than good to the environment, according to the European Commission, which tabled the proposal.

The new law will limit to 7% the use of harmful biofuels which compete with crops grown on agricultural land, while allowing Member States to set lower national limits.

## GoSwift reduces border crossing time from Estonia into Russia

GoSwift, an Estonian public-private partnership, allows pre-booking of time slots and virtual queueing for border crossings via the web, a call centre or self-service terminals. Better use of the capacity of border crossing points and more efficient journey planning for trucks and tourists are just two of the immediate benefits.

The service was developed as a



● Use of crop-based biofuel is now limited.

response to kilometre-long queues of vehicles waiting to cross the EU border from Estonia into Russia. Prior to the introduction of GoSwift waiting times at the border could reach five to six days at peak times. With the queue management service, they are now down to around 30 minutes.

## Robots set to reduce city congestion

A new study from the Organisation for Economic Co-operation and Development (OECD) indicates that fleets of 'TaxiBots' and 'AutoVots' could take nine out of ten cars off city streets. A fleet of self-driving shared cars could make 90% of

conventional cars in mid-sized cities superfluous, according to a study published by the International Transport Forum at the OECD.

ITF researchers used actual transport data from Lisbon, Portugal, to model the impact of two concepts: 'TaxiBots', self-driving vehicles shared simultaneously by several passengers (ride sharing) and 'AutoVots', which pick-up and drop off single passengers sequentially (car sharing).

The study claims that the need for on-street parking spots could be totally removed with a fleet of shared self-driving cars in all scenarios, allowing the reallocation of 1.5 million m<sup>2</sup> (20% of road space) to other uses.

## EUROPEAN UNION HELPS STRUGGLING COMPANIES

Struggling companies will be given a second chance to improve their financial situation under new rules on insolvency approved by MEPs on 20 May.

Every year 1.7 million jobs are lost in the EU due to companies going bankrupt. Under the new legislation on cross-border insolvencies, companies in financial difficulties but otherwise sound are given another opportunity to turn the situation around. The plans also include measures to help firms before they go bust.

Out of the 200,000 EU businesses facing insolvency every year, 50,000 owe money to someone in another Member State, which further complicates legal proceedings. EU rules, which date from 2000, aim to facilitate these proceedings by clarifying which courts should be handling the cases and helping them to cooperate across borders.

One important issue is always to determine what member state should launch the main proceeding, which normally would be where the company has a registered office. The new rules seek to prevent people from exploiting differences between national laws.

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● Downtown San Cristobal, Venezuela. Stores are closed, very few people are about and there's no public transport or traffic at 1pm, usually a very busy hour.

## Desperate Venezuelan situation gets worse

Juerg Degenmann, General Manager of Mudanzas Internacionales Global in Venezuela has advised that the social and business situation in Venezuela continues to worsen and that shippers and their customers should be aware of the position as a way of managing the expectations of assignees.

The country is experiencing regular power cuts despite the government's recent efforts to reduce consumption by limiting the working hours of public sector employees. The minimum wage in the country has recently increased by 30% which is expected to lead to increased salaries (and costs) in the private sector as well. There are shortages of basic food, medicines and personal care items. People may only shop on specific days and must show ID to confirm that they are entitled to do so on that particular day. "People line up at supermarket chains to see what they can find and go on from one supermarket to the next and so on," he said. "There is a scarcity of tyres, batteries and spare parts that sometimes forces us to leave vehicles at the warehouse for weeks."

Imports are at a record low level, because shipping lines are not calling at the ports, causing a problem with container availability for exports. Cargo airlines are overbooked forcing the use of European airlines to Europe and from there to different

airports in Miami and others until shipments are sent to their final destination. This not only causes unnecessary delays but also considerable increases in freight rates.

Interest rates in the country are at 90% and inflation around 40%. Prices quoted in local currency are valid only for 24 hours. Invoices have to be paid immediately or the money is virtually worthless. In addition to all these problems Venezuela is not a secure country and people are constantly in fear of kidnap or worse as they go about their daily work. Juerg said that the improvements expected some months ago did not appear.

Shippers are warned to expect delays and additional costs. Mudanzas Internacionales Global in Venezuela is very experienced at working in the country and is still successful in providing a high quality, smooth service for clients despite the problems. But Juerg says that the more people understand the situation the more realistic their expectations will be.

## The European Connection

Tony Richman



### Better regulation: less is more

Periodically, we hear a 'buzzphrase' going around the EU: 'Better Regulation and less of it'. Déjà vu?

Europe should indeed help entrepreneurship to grow, not kill it with paperwork. Cutting red tape doesn't mean ditching high standards; it means helping the backbone of our economy, the small and medium-sized enterprises (SMEs), to grow stronger.

Clear, simple and effective rules are needed but in reality companies have been under the increasingly burdensome rules of more and more EU legislation. Examples such as the Maternity Leave Directive or Tachograph Regulations show that EU proposals often don't follow the rule of finding simple solutions. Frequently, legislation is simply too much and too complicated for SMEs, necessitating the hire of expensive external experts to help 'translate' the legislation and give guidance.

A first step in reviewing burdensome legislation-making was the Commission's Regulatory Fitness and Performance Programme (REFIT), which allows pending proposals to be withdrawn and outdated laws to be repealed. More recently, the 2015-work programme included about 80 withdrawals alone.

New plans show even more commitment to 'better regulation'. In May, the Commission sent a proposal for an inter-institutional agreement to the Parliament and Council. Action is expected to improve impact assessments, better coordinate the legislative process and ensure that the principles of subsidiarity and proportionality will be taken more seriously.

The so-called SME-Test needs

to be strengthened and applied consistently and must be part of every impact assessment carried out. These 'tests' of impact for new rules for SMEs also need to be applied to reviews or replacement of existing regulations.

Existing High-Level Groups focussing on better regulation and reducing administrative burden consist of external and national experts. These should be merged and complemented by stakeholders to become an independent body, providing added value and reducing red tape. This could facilitate the sharing of best practice and the experiences of existing better regulation bodies at national level. The example of the British 'one in-one out' principle would go a long way towards ensuring that burdens do not increase.

All debates and documents should be made public, to ensure full transparency. Citizens should know why a certain Member State is blocking a vote in the European Council or why a certain Parliamentary group is hesitant to consider reform. The present informal and secret 'trialogue'\* negotiations are undermining Europe's democracy.

Stop the 'gold-plating' - whereby Member States often exceed the mandatory provisions of EU directives by adding additional rules when transposing legislation into their national legal system. A 'level playing field' is needed for implementing Union rules.

Lastly, make rules future-proof - legislation should have built-in review clauses and sunset clauses, so that rules should not remain valid indefinitely.

\*Triologue - For details about the 'trialogue', see my article: *How the EU works*, pages 20-21, *The Mover* issue 050 May 2015.

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**PROFILE:** HIRE A MOVER

Rafael Brandon, Perth Team Leader (left) and Bruno Silva, Perth Removalist.

The company maintains close contact with its handpicked teams to ensure best practice is maintained and more importantly, movers are happy. It even promotes its individual movers online.

It's a long-term approach to business that understands that low cost can initially win more business, but strong relationships will guarantee long-term success. "Larger companies will always have the flexibility of lowering rates but it's not a long-term solution. You can't buy the stability of having the best professionals who earn the trust of customers," said Epstein. "Customers don't linger on whether their service cost \$200 or \$300, they remember how a smiling professional took a bed apart for them or safely worked their couch through a narrow corridor."

There are of course a lot of customers out there. Each one of those provide movers with an opportunity for a recommendation to further business. 43% of Australians moved house over the last five years, that's almost ten million residents who had an interaction with a removals business. As inner-city businesses move even more frequently, each is a greater opportunity to earn a repeat customer.

Positive experiences on every move offer an organic source of repeat and referred business. Of course, it can't just be left to manage itself. "You have to build the feedback channels for customers to tell you about their experience," said Epstein. "When they're happy, you pass that positive feedback to the mover. If they had a problem, we work together with our professionals to ensure we all learn from it. It's a win-win and worth the investment."

At each stage of the process, smart businesses look for customer feedback and encourage reviews. They accept the costs involved in setting up the processes and handling the odd negative feedback. In the long run it wins repeat business and solidifies relationships between business leaders, movers and customers alike.

"My advice would be to listen," says Epstein. "Listen to customers and their experiences. Listen to your removalists when they ask you for support, training or acknowledgement. Then give it."

## Relationships not price

When every other company seems to be talking price, some Australians are discovering a point of difference to grow business. Brett Epstein from Hire A Mover explains how you can stand out without cutting prices.

**T**he Australian removalist market has become so price driven that very few operators think to focus on customer experience," said Hire A Mover Director Brett Epstein. This may be the reason that complaint numbers across the Australian industry are higher than anyone would like. In 2010, the Victorian Consumer Affairs watchdog alone received 200 official complaints. In New South Wales, it was 287. These statistics don't account for any of the unhappy customers who may have complained to their removalist company or simply suffered in silence.

This was a key consideration for Hire A Mover when it established its business in 2013. Complaints about removal companies appeared to be wide spread amongst surveyed

**"Customers don't linger on whether their service cost \$200 or \$300, they remember how a smiling professional took a bed apart for them or safely worked their couch through a narrow corridor."**

Brett Epstein

customers. With more channels (online and offline) to share their negative experiences, their complaints spread even further. For the industry it created both a deep problem and a prime opportunity.

This insight led Hire A Mover to build its business model not on price, but on mover relationships. "Customers often first look at price when choosing a removalist," said

Epstein, "but price is the last thing on their mind when they recommend one."

Hire A Mover invested time and money before launch to select what it felt to be the best movers in Sydney, Melbourne, Brisbane, Perth and Adelaide. It developed individual partnerships with professionals who had a proven track record and an interest in professional development.



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NEWS: INTERNATIONAL

## Jose Rivera wins Driver of the Year Award

**M**ove Management, Inc, the global mobility administrative division of Graebel Relocation, has honoured Jose Rivera, a Budd Van Lines' interstate household goods driver, with its inaugural, Driver of the Year award. This special award presentation took place during the recent awards ceremony at the Move Management Third Annual Partner Summit.

David Budd, Sr Chairman and Chief Executive Officer of Budd Van Lines accepted the award on Jose's behalf from Steve Smith, Vice President of Operations Move Management, Inc. The Summit brought together 80 moving industry leaders from the Move Management US-based supply chain network of moving services companies on April 14 and 15 at the company's world headquarters in Denver, Colorado, USA.

## 24,000 TEU and more ...

**A**ccording to a recent article in Lloyds Register, container ships of 24,000 TEU are likely to be with us in the near future. Vessels of up to 22,000 TEU are already planned and the inexorable rise in vessel size is unlikely to stop there.

Although it may well be possible to build these ultra-sized ships, operating them is not without its difficulties. There are insurance and safety issues and there may be problems navigating major canals and their deep draft may make gaining access to some major ports difficult. Maersk Line CEO Søren Skou is on record as saying that these large vessels could become so big that their flexibility and potential for cost reductions is compromised.



● Maersk Triple E class 18,000TEU.



● Left to right: California managers for Crown-Armstrong International Robert Bowen, CEO; Tina Borba, International Director; Cynthia Allen, VP Customer Service; Salvatore Ferrante, President, International; Rick Hosea, President, Domestic; Tito Ali, Warehouse Manager and Damien Jackson, Operations Manager.

## Crown-Armstrong ships donated goods to San Salvador

The consignment is part of a cooperation between the company and Father Frank's Kids that ships donated goods to Nuestros Pequeños Hermanos (NPH) homes in Central and South America.

**T**he donated goods are gathered through donations of clothing, medical provisions and other critical supplies given by parishioners of St. Isidore Church in Danville, CA. These items are carefully packed by a team of volunteers led by Ann Ferrante, wife of Tori Ferrante the company's president international. Once packed at the church facilities, the goods are shipped to one of four orphanages run by the global organisation (NPH). Since 2005,

orphanages in Nicaragua, El Salvador, Guatemala and Honduras have received 1-2 containers per year from Crown-Armstrong and



Father Frank's Kid's.

This latest container being shipped to El Salvador comes with a special request for workshop tools. Parishioners donated a welding machine, air driven tools, a large tool compressor, a large assortment of hand tools as well as the usual clothing and supplies. Crown-Armstrong filled the remaining space of the high-cube 40ft container with office furniture and commercial appliances which were donated by their clients from office moves managed by Crown-Armstrong.

NPH El Salvador has over 300 children living at the home who range in age from infants to 16 year-olds. Over 120 volunteers devote many hours of care to make the home a safe and loving place to grow up. Many of these Salvadorian children became orphaned during a prolonged 12 year civil war that devastated the country. The El Salvador shipment arrived in San Salvador on May 30 to be unloaded by the children at their campus.

NPH cares for over 3,200 children in the Central and South American countries of Bolivia, Dominican Republic, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua and Peru.

● More information on the homes can be found at [www.nph.org](http://www.nph.org).

## Sales training at UniGroup

**U**niGroup Relocation Asia Pacific recently organised a sales training course for its sales team in Hong Kong. It was well-attended with participants from Hong Kong, South China and Shanghai offices. The objectives of the training were to further develop and sharpen selling skills, to share knowledge and to network with each other. It was a two-day event including a combination of lectures, role-play activities and group discussions.

"Talent is a valuable asset to a company," said Steve Lewis, Managing Director, Asia Pacific. "It is essential to nurture talent

and provide the necessary training for staff to help them develop their career with the company. I hope the participants have learnt

a lot in these two days, not only from the lectures but also from sharing knowledge and experiences amongst themselves."



● Attendees at the UniGroup sales training course in Hong Kong.



● The MV Georg Forster.

## New super vessel is greener than a family car

The 18,000 TEU CMA CGM *Georg Forster* has entered service sailing under the UK flag.

This is the company's second vessel of this capacity to be delivered. Eventually six vessels will compose this series all named after Great Explorers. *Georg Forster* was an 18th century German travel writer, who was part of James Cook's expedition in Southern Seas. The vessel is the height of the Empire State Building and develops a thrust equivalent to ten Airbus 380s.

The vessel will call at 11 different countries and will join vessels sailing the French Asia Line (FAL), one of the most emblematic lines of the CMA CGM Group. Design innovations have enabled the vessel to reduce CO<sub>2</sub> emissions by 10% compared to the previous vessel generation down to just 37g of CO<sub>2</sub>/km for each container (much less than a small family car). The *Georg Forster* started her first rotation on 2 June, 2015 and will operate the route: China, Malaysia, Egypt, the Mediterranean and the Atlantic coast up to Germany.

## 95% satisfaction for EUROMOVERS International

A recent report issued by EUROMOVERS International says that over the last two years 95% of its customers rated its member companies' services good, excellent or outstanding.

The results were presented to members at the EUROMOVERS annual conference in Barcelona in April.

To compile the report the organisation's head office in Luxembourg conducted a survey to which 56,000 customers responded.

Thomas Juchum, the Managing Director of EUROMOVERS International said that although the results were very good his organisation has introduced a further quality requirement with the intention of achieving further improvements in customer satisfaction. In future all partners of the EUROMOVERS Service Network will perform their services under the EUMO-I QMS or BS 8564 Standards for the performance of international/overseas movements of household goods and personal effects. "This will provide an extended focus to the needs and requirements of our individual customers and a future extension of the higher quality levels."

EUROMOVERS has a declared



● Thomas Juchum addressed the EUROMOVERS International conference in Barcelona.

**"This will provide an extended focus to the needs and requirements of our individual customers ..."**

Thomas Juchum

aim to achieve a 96% positive score (Outstanding: 40%; Excellent: 40%; and Good: 16%) during the next accounting period.

## CMA CGM SIGNS DEAL FOR CUBA LOGISTICS HUB

French shipping giant CMA CGM SA announced recently that it had entered an agreement with the government of Cuba and Cuban company Almacenes Universales SA to build a logistics hub at the Cuban port of Mariel as part of the largest infrastructure investment the island nation has seen in decades.

CMA CGM, the world's number three container ship operator by capacity, will help back the hub, about 30 miles west of Havana, for the warehousing of import and export goods, distribution of shipping containers and storage of both full and empty containers at the port.

The seaport is being financed by the Brazilian government. The first section of the port opened early last year, and received 57 ships carrying just 15,000 containers in total during its first six months of operation. The port is being equipped to handle so-called post-Panamax ships, the larger vessels that will only be able to pass through the Panama Canal as is, once the waterway's expansion is completed in December, 2015.

## FEM Shanghai talks tax

Around 50 delegates at the first meeting of 2015 for the Shanghai chapter of the Forum for Expatriate Management (FEM) discussed tax, and how to help clients avoid paying too much.

The event's speakers Ms Eva Tian, Senior Manager of Global Mobility from Grant Thornton, and Mr Bobby Chen, Senior Manager of Corporate Taxation explained how mobility professionals can mitigate

individual tax exposure for foreign talent in line with the latest Chinese taxation regulations. Bobby also gave advice on how to prevent corporate taxation complications.

● Right: delegates at the meeting in Shanghai.



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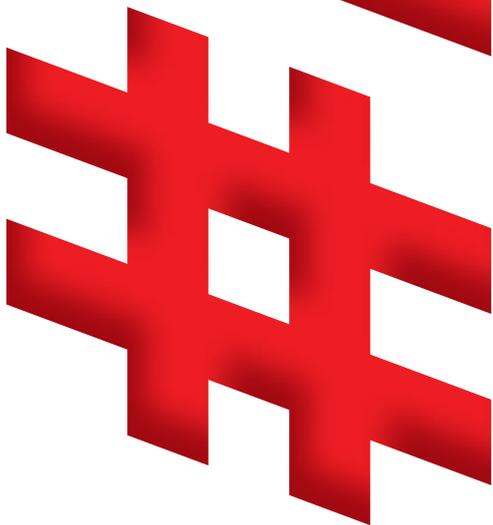
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**COVER STORY:** SANTA FE FOOTBALL TOURNAMENT

# The boys done magnificent!



## A totally biased report of the Santa Fe football tournament by Steve Jordan, Football Manager.

It was on the beautiful Saturday, 16 May that 20, six-a-side football teams, dredged from the innermost depths of the moving industry (including *The Mover* magazine itself no less) descended on the Ascot Football Club for the Santa Fe football tournament in aid of Marie Curie. It was a tremendous success.

All the teams looked stunning in their company colours and a few of them, it turned out, had kicked a ball around before. Arriving at the ground it was a little intimidating for the 'manager' of what was, let's face it, an outsider entry, to see the kee-pee skills of the other teams' players in the car park even before the gates opened. They all looked very young too ... slightly worrying to the more experienced members of our squad.

But it turned out they had no need to worry. Our twenty-something gazelles were every bit the match for the highly-tuned physiques of the moving industry's best and the older members, including *The Mover's* designer Simon Taylor, did a fabulous job, ably directed by captain Graham Scott, of getting in the way whenever the opposition looked like doing

something dangerous.

First match was against Bolliger, the eventual winner of the competition in which *The Mover* did well to come second with only three balls dribbling past goalie Jack Ambler. But then came modest success with two wins out of three to put us into the knockout stage for the Europa Cup. A further win against P+H Removals put the lads into the semi-final against TEAM but that was a game too far for rapidly tiring legs. After all, nobody expected us to get that far.

The tournament was one of those occasions when everything comes together to create a great day. The Ascot football club looked after everyone very well; the setting, right by the seven furlong marker of Ascot race track was beautiful; the whole event was well organised; the weather was perfect; and, in my opinion, the best team won. Teams fought hard to win, but were modest in victory and magnanimous in defeat. Matches were played in good spirit. Testosterone levels were running high but never boiled over into outright warfare. The referees were fair and



● Top: captain Graham Scott blasts home from the spot in the Europa League quarter-final penalty shoot-out; above, back row, left to right: Pez, James, Mickie, Graham and Simon; front row: Cheadle, Jack and Nigel.



respected. It was a thoroughly good event and, hopefully, even more companies will enter teams next year. Congratulations to all those teams who took part and to Santa Fe for organising such an enjoyable event, particularly Daniel Bagguley who played such a leading role. Marie Curie is indeed a worthy cause. The event, including the associated raffle and silent auction raised in the region of £5,000 for the charity. For an enjoyable Saturday kick-around to do so much to help people when they most need it is truly wonderful. So, the boys, all of them whatever colour shirts they wore, did do magnificent (ly) didn't they!

Congratulations to Bolliger Moving. The lads from *The Mover* are in training for next year already ... are you?

**COVER STORY:** SANTA FE FOOTBALL TOURNAMENT



● Left: going down fighting - Pez on the ball during the Europa League semi-final match against well-organised and disciplined opposition in the shape of TEAM Relocations.



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- iMove FC
- Santa Fe A
- The Mover Magazine
- Cadogan Tate C
- First Choice
- Facilities Services
- Harrow Green
- Bolliger Moving
- P&H Removals
- Currencies Direct
- Superdrug
- Kenton Kings
- Kes

**Marie Curie**

Marie Curie was a Polish physicist and chemist who did pioneering research into radioactivity. Her achievements included techniques for isolating radioactive isotopes, and the discovery of two elements, polonium and radium. She died in 1934 at the age of 66 as a result of exposure to radiation in the course of her work.

The charity that now bears her name offers expert care, guidance and support to help people suffering with terminal illness, and their families, get the most from the time they have left.

The organisation provides support for more than 40,000 people in the UK every year. 2,000 Marie Curie nurses and nine hospices around the country work day and night to provide round-the-clock care and emotional support. Trained helper volunteers in some areas provide home visits, companionship and practical help with everyday tasks.

● Above left and left: Bolliger fielded a strong side and ran out overall winners, which they duly celebrated at the awards ceremony at the end of the day (below).



## NEWS: ON THE ROAD

## Clandestine incidents increasing at Channel ports

Recent increases in clandestine incidents and attacks on truck drivers at the Channel ports suggest that the French police need urgent support to protect travellers at both Calais and the entrance to the Channel Tunnel at Coquelles.

Feedback from RHA members indicates that the number of clandestines attempting illegal passage to the UK are increasing and that migrants are becoming more aggressive towards truck drivers.

RHA Head of International Affairs Peter Cullum said, "Recent reports of French police harshness against immigrants, if true, suggest that the situation is not under control. We suspected that recent events in the Mediterranean would make things worse in the Pas de Calais but we cannot accept bad security at the ports and on port approaches. Static security, such as fencing, has improved at the ferry port but there is no substitute for 'boots on the ground'. Truck security, though important, is only part of the solution. Increasing clandestine numbers require more crowd control."

Cullum said the RHA had asked the Home Office to take urgent action to protect UK hauliers but that ultimately it was an issue for the French authorities.

Try out the search facility on [www.themover.co.uk](http://www.themover.co.uk). It's lightning fast!



● Matthew James Removals, the first mover in the UK with silver accreditation to FORS.

## FORS: a common force for good

FORS (Fleet Operators Recognition Scheme) held the first meeting of its Governance and Standards Advisory Group (GSAG) with leading fleet operators, trade associations and public authority representatives in attendance.

The Group has been established by FORS to ensure that the Standards remain relevant to industry needs, protect the integrity and reputation of the scheme and embed FORS across the UK as the single national standard.

The Group consists of industry representatives, local authorities and enforcement agencies. Topics on the agenda included the needs of operators, the development of the Standard and the key objective of raising professional standards. The focus of the Group is to promote road safety, improve professional standards and enhance the image of the industry.

The Group was firmly in favour of there being one national scheme

focussing on professional standards and operational effectiveness. John Bourn, Senior Specialist Transport Planner, North East Combined Authority, said: "We have been championing FORS in our region since 2012 and we look forward to further developing the scheme and would encourage other local authorities to get on board. With the scheme being rolled out nationally this is an important opportunity to increase understanding of the benefits of FORS nationwide for both contract specifiers and fleet operators."

FORS registered companies have now passed the 3,000 mark representing over 200,000 vehicles. Accreditation is at three levels - bronze, silver and gold - each

increasingly more difficult to achieve. Matthew James Removals was the first moving company in the UK to achieve the silver Standard. Matt De-Machen, the company's managing director, said that he thought FORS was a very good idea. "It shows that a company takes transport seriously and is prepared to do more than simply the minimum required to satisfy the law," he said. He believes that there will come a time when FORS will be a requirement for entry into some cities and contracts will require it. But he had a warning. He said that the bronze level was reasonably easy to achieve. "But silver and gold are really, really hard."

GSAG will meet every three months to act as the champion for the award-winning FORS scheme. The Group will protect, safeguard and enhance the scheme as well as ensure it remains relevant to the needs of fleet operators, contract specifiers and the general public.

**"We have been championing FORS in our region since 2012 and we look forward to further developing the scheme ..."**

John Bourn

The scheme aims to help companies stand out from the crowd to prove to current and prospective customers that they work to standards above the legal minimum. The scheme also provides access to a range of benefits that, the organisation claims, provides a real competitive advantage such as discounted training, services and equipment.

## Fuel consumption: only trust your own figures

Van users have been warned to treat all fuel consumption figures with caution, unless they're derived from their own experience.

Steve Clarke, Group Marketing Manager for Fuel Card Services, said, "A recent *Which?* report showed only 13 of 200 tested vehicles living up to manufacturers' official mpg figures. Surprisingly, this is hardly news, with various vehicle makers being fined for misleading during recent years. Van users can hardly expect that LCV manufacturers'

claims are any more accurate. Until this environment changes, van users should only trust the statistics they compile themselves."

The report on a three-year study revealed that manufacturers' official consumption figures were optimistic, on average, by 13%. "While everyone waits for fuel consumption figures that can be

trusted, van users should re-evaluate their fuel procurement," said Steve. "Many will have been using the same fuel cards for years, not realising how that market has changed significantly. They need to reassess, comparing everything available. It makes no sense to look for fuel-efficient vans but not to refuel them cost-effectively."



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## TRANSPORT: AS24



# AS24:

## a single source for fuel, tolls, VAT and fleet management

AS24 bills itself as being the number one network for HGVs across Europe, and with 750 service stations throughout the continent, it's probably true.

AS24 is a subsidiary of the Total Group. It provides 24/7 fuel and Adblue from its unmanned stations in 27 countries, a fair price (significantly lower than high-street stations), and a host of extras designed to help fleets run more efficiently.

Service stations are designed just for trucks. They are open all day every day, have wide lanes, high-flow, dual fill pumps and fast payment systems so

drivers spend much less time filling up. Although none of them have shops or cafes they are usually located close to retail centres allowing drivers to take on supplies if they need to.

Payments are made with an AS24 card which provides both the driver and the fleet manager with a whole range of additional services that help to keep control of expenses. These include: recording mileage and fuel usage, the ability to set payment limits, the payment of tolls and simple passage through toll plazas, automatic VAT recovery in any EU country, and the payment of fines thereby avoiding any risk of the vehicle being impounded.

Cards can be personalised for the driver or a specific vehicle. It's also possible to have dual cards: one allocated to the truck and one to the driver for use when multiple drivers operate the same vehicle. If a card is lost it can be instantly suspended. If it is found again, it can just as easily be reinstated.

Fleet managers can check prices online,

have instant access to data at any time, itemised receipts for every transaction and a detailed monthly invoice. They can also set alerts to warn them if fuel spending is approaching previously set limits, if the vehicle is operating in an unauthorised location or if it is filling up in a high cost area. There is even the opportunity to download digital tachograph information while visiting the service area. AS24 also offers breakdown assistance through the company's service partners, legal assistance and card holders can get immediate cash advances if required. Services and the location of all 750 service stations can be accessed online or via the AS24 app.

Cédric Vigneau is the managing director of AS24 for the UK and Ireland. "AS24 is much more than just a network of service stations," he said. "We believe that we offer fleet operators a unique management tool that helps them control expenses, reduce costs and manage their fleets more effectively."

For more information visit [www.as24.com](http://www.as24.com).

● Above: all AS24 service stations are unmanned; inset: the AS24 card provides a number of services; below: an AS24 service station layout.





# 2015

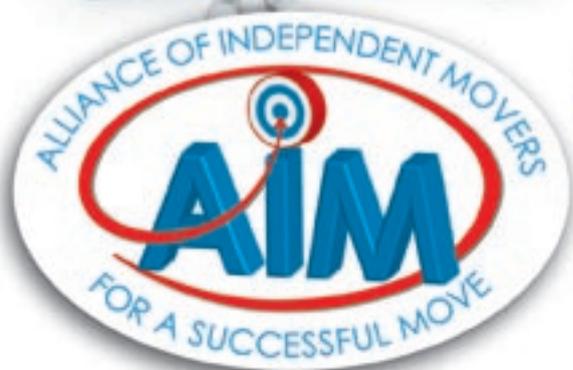
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## NEWS: ON THE ROAD

## Germany and UK worst polluters in EU

German and British light vans are among the worst polluters in an increasingly fuel efficient and environmentally-friendly EU fleet, according to the European Environment Agency.

2014 saw an 18% increase in new van registrations in the EU, with 1.4 million new vehicles on the road. These vehicles are on average 2.4% more fuel-efficient than those sold in 2013, and emit 4 grams of CO<sub>2</sub> less per kilometre.

The average van registered in 2014 emits 169.2 grams of CO<sub>2</sub> per kilometre, 6 grams below the EU's 2017 target.

But Germany (190.4g CO<sub>2</sub>/km), and the United Kingdom (181g CO<sub>2</sub>/km), which together accounted for 36% of the EU's new van sales in 2014, preferred models whose CO<sub>2</sub> emissions far exceed the EU average and the 2017 target.



● German and British light vans are among Europe's worst polluters.



● French police clash with migrants.

## Calais 'like a war zone' say FTA members

The Freight Transport Association is pressing the French government to take action on the migrant situation in Calais, which has been described as 'like a war zone' by some of its members.

FTA Deputy Chief Executive James Hookham spoke to Immigration and Security Minister James Brokenshire about drivers' latest experiences at the port, where migrant numbers have swelled from 200 to around 3,000 and violent confrontations have been reported.

Hookham said, "I was provided with a full briefing by the Minister on latest developments, including the installation of new security fencing and additional checks being carried out to keep migrants away from vehicles and to defend the UK border against clandestine entry. FTA was briefed on the measures the British government is taking to

protect truck drivers transiting Calais and the diplomatic moves to engage the French government and other EU Member States in responding to the desperate and increasingly dangerous tactics being employed by people traffickers to gain access to vehicles for clandestine entry into Britain."

FTA members have been advising drivers not to refuel or take rest stops near Calais and many are taking detours of around 100 miles to avoid the port altogether because of the escalating problems.

Hookham added, "We are expecting further work with the Home Office and Border Agency on specific topics in the coming weeks."

## UK CV PRODUCTION UP ALMOST A QUARTER IN 2015

The Society of Motor Manufacturers and Traders (SMMT) has reported that UK commercial vehicle manufacturing rose 36.8% in April - compared with the same month last year - with 8,629 vans, trucks and buses built. When the figures were reported on 28 May, 32,064 CVs had been produced so far in 2015 - an increase of 23.6%. Exports surged 50.1% in April as the EU market recovery continues.

Following restructuring in the market, productivity has returned to form with year-to-date growth of almost a quarter at 23.6%.

Volumes have also been driven by rising demand from operators in the UK - and increasingly across Europe too.

Demand for commercial vehicles in the EU remained strong in April, rising 12.2% year-on-year for a total of 169,746 units.

Growth was sustained across all commercial vehicle segments according to the European Automobile Manufacturers Association (ACEA). Leading the way with double-digit growth were the UK (22%) and Spain (18.5%), followed by Italy (9.0%), Germany (7.0%) and France (1.4%). Growth so far this year, from January to April, stands at 13%.

## Updated European Road Transport Guide

The Freight Transport Association has published the 20th annual edition of its European Road Transport Guide, providing information and advice for UK-based road transport operators moving goods to Europe and beyond.

The 450-page guide has new sections on International Commercial Terms and Safe Loading.

The main updates include:

- Driving bans and public holiday information;
- Toll updates for selected routes using French and Italian motorways, and key Alpine tunnel tolls;
- Revision of Austrian tolls;
- Revision of all the ferry routes information by FTA's ferry partner

Freightlink Solutions Ltd;

- Major overhauls of the Belgium, Estonia, Netherlands and Switzerland country entries;
- Expansion of the Operations chapter and extra information in the reference section;

Don Armour, FTA's International Manager and editor of the guide said, "The European Road Transport Guide has been completely updated with all the information international operators need to

successfully negotiate the confusing array of local and national regulations they face when operating in Europe and beyond. The information is as up to date and relevant as possible to enable companies and their drivers to avoid problems and keep to their schedules when they are on international journeys."

Companies in international membership of FTA receive a free copy of the guide as part of their

subscription package and they can buy further copies for £35 each, no VAT. The cost for non-international FTA members is £59 a copy and for non-members £79, with price reductions for multiple copies.

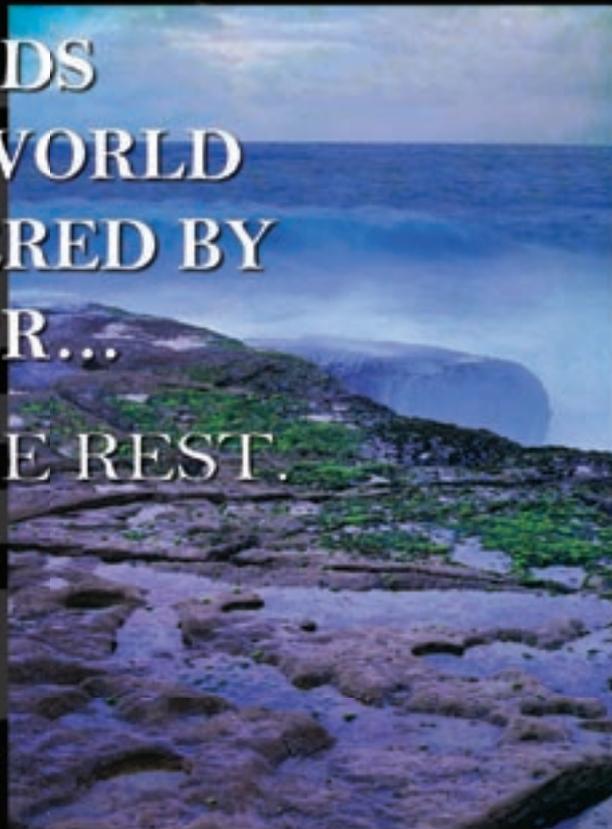
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## PREVIEW: THE MOVERS & STORERS SHOW 2015



● The Simpson Packaging Packer of the Year Competition.



● Matthew James beat off the competition to win last year's coveted Truck Show award.



● This year insurance expert Basil Fry & Co is sponsoring The Learning Zone.



● This year's party night will be open to show attendees as well as exhibitors.

# The Movers and Storers Show 2015

The Movers and Storers Show returns to Silverstone on Tuesday 15 and Wednesday 16 September. This event, established in 2008, remains the UK's biggest trade show for the removals and storage sector.

If you haven't made it to the event before, it's worth a visit – you'll meet new suppliers, see lots of trucks and equipment, and meet plenty of industry colleagues.

Of course one of its key attractions is that the show is completely free to attend for anyone who works within the industry. You just need to go online or call the organisers to register in advance.

Although the exhibition forms the heart of the event, there are plenty of other visitor features as well. The Simpson Packaging Packer of the Year Competition has built up a strong reputation since its introduction four years ago, and was hotly contested in 2014. MGR Removals eventually lifted the trophy, and Matthew James beat off the competition to win the coveted Truck Show award, also a firm favourite amongst visitors. Both competitions will be back this year and will take place on the Wednesday.

The Learning Zone auditorium is also a key part of the event, with industry issues ranging from legislation to marketing

routinely being covered. This year insurance expert Basil Fry & Co is sponsoring this feature, and with its support the organisers have some ambitious plans. Last year, two sessions in particular were hugely popular: the 'Moving Day Mayhem – surely something can be done?' debate, and Paul Evans' presentation about his life in the removals industry. Hopefully there will be more headline speakers that fill the auditorium again in 2015.

The Networking Lounge, supported by brand new sponsor Manage My Moves, will return this year. This popular hangout in the heart of the show gives attendees and exhibitors the chance to relax and connect with each other in the very centre of the exhibition.

There are also a number of changes and additions to the event for 2015.

- The Twenty Ci Web & Social Media Clinic – This feature will be staffed by experts giving free advice and support to anyone who may need a helping hand with setting up or improving their

social media presence or company website. Appointments can be booked in advance or on the day;

- The Movers and Storers Show Party Night will take place on Tuesday 15 September at Whittlebury Hall (five minutes from Silverstone), and is being opened up to attendees as well as exhibitors this year. Anyone who works in the industry is welcome to attend and tickets can be purchased through the show organisers;
- There are whispers of possible large-scale equipment demonstrations in the paddock area but nothing has been confirmed yet;
- Silverstone has confirmed that there will be track events on throughout the show, so visitors should get the chance to see some great racing action.

There are now just a handful of exhibition stands available, so if you have a product or service to sell to movers and storers and you want to get involved, contact Claire Hopper as soon as possible on 07445 849 139 or [claire@animo-events.co.uk](mailto:claire@animo-events.co.uk).

To get your free tickets, go to the event website which is [www.themoversandstorersshow.co.uk](http://www.themoversandstorersshow.co.uk). If you need to contact the organisers, you can call them on 02392 736 539.

● Exhibitor Colin Wynn of Administer Software receiving a birthday cake from event organiser Charlotte Parslow.



???



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NEWS: PRODUCTS

## New C5 series from Crown

A high-performance powertrain with a working life of up to 20,000 hours, up to five years' warranty, and an outstanding all-round view, even from the fully enclosed cabin.



● The new C5 series from Crown.

Crown has launched its innovative C5 series of gas-powered, four-wheel counterbalance forklift trucks across Europe. The new series claims a lifespan of 20,000 operating hours, lifting capacity of up to three tonnes, advanced technology and an intelligent stability system.

The 2.4-litre industrial engine is energy-efficient and produces minimal vibration. The gear-driven valve train eliminates the need for frequent belt replacements or chain adjustments while the power brake enclosure prevents

the build-up of dirt and debris, which reduces maintenance costs. The tough full-circle, four-piston braking system is highly durable and the hill hold function, fitted as standard, prevents the truck from rolling back down an incline – without requiring constant pressure on the brake pedal. A low counterweight, high seat, forward operator position, angled cross braces and open-mast design deliver exceptional visibility through 360 degrees even with trucks fitted with the fully enclosed cabin.



● MiX 3D automatically retrieves driver and vehicle data in accordance with EU legislation.

## EU legal compliance made easy

MiX Telematics has launched MiX 3D, a fully remote tachograph data download service for Europe's transport operators.

Standing for Digital Data Download, MiX 3D automatically retrieves driver and vehicle data in accordance with EU legislation, thereby ensuring legal compliance and providing a highly convenient solution to this otherwise time-consuming and laborious task.

"By providing a comprehensive solution to tachograph data download requirements, MiX 3D takes the hard work out of compliance and provides total peace of mind," said Steve Coffin, Marketing and Operations Director for MiX Telematics (Europe). "MiX 3D is compatible with both Stoneridge and VDO Continental tachograph units and all makes and types of commercial vehicle. Once captured, data is securely relayed over the GSM mobile phone network to our own secure system and can interface with those of leading data-analysis service-providers, such as the FTA, TruTac and VDO Continental TIS-Web, to facilitate secure and easy drivers' hours analysis."

MiX 3D is supplied as an add-on to MiX Fleet Manager and is permanently installed within the vehicle. The download routine can be pre-programmed to handle all types of operation. Once active, the

system automatically authenticates remote tachograph cards, synchronises data download schedules and transfers data to back-office archiving systems. Downloading takes place regardless of where the vehicle is within the European Union. Should any break in service of the mobile network occur during the data transfer programme, MiX 3D will automatically keep retrying until all

**"MiX 3D is compatible with both Stoneridge and VDO Continental tachograph units and all makes and types of commercial vehicle."**

Steve Coffin

data has been retrieved successfully.

As an integral part of MiX Fleet Manager, MiX 3D requires no extra SIM card, GSM or GPS antenna. The unit is powered by the vehicle's existing on-board Fleet Manager hardware, meaning that installation is low cost, quick and simple.



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● Gordon Philip and PHS Teacrate barcoded crates.

## Barcode technology, the future for crate rental?

In a recent interview with *The Mover*, Gordon Philip, Managing Director of PHS Teacrate explained that his company's recently introduced barcode technology is set to change the face of crate rental in the future.

**T**he system, introduced by PHS Teacrate in January, has already been successful in reducing crate losses and virtually eliminating unexpected costs for customers.

Gordon said that the idea came from a discussion with the BAR's Commercial Moving Group (CMG) some time ago. The service is optional for his commercial moving company customers and costs just an additional 1p per crate on delivery and collection, a small fraction of the total rental cost.

On request, PHS Teacrate will tag every crate with a 2D barcode. Each bar code is scanned as it is delivered to site and allocated to the moving company and the individual end user. They can even be split to identify individual departments, floors or even individuals. On delivery the barcodes are scanned by the driver using a handheld device. This automatically logs the delivery and provides a spreadsheet of every crate delivered allowing the user to record the department they go to or the inventory.

When the crates are collected the barcodes are scanned again by the driver and deducted from the specific order. "So if two moving companies are working on the same site it doesn't really matter if the crates get mixed up," said Gordon. "When they eventually make their way back

to us they will show as a return from the correct order."

Gordon was careful to explain that the barcode would not stop people taking crates home or hiding them under the desk. "But it does mean that they are no longer anonymous, they can be traced to a department or individual, so they are much more likely to be returned."

Since the beginning of January Gordon said that his company had issued 13,388 barcoded items. "Of those only five have yet to be returned." Of course, some losses are inevitable. If written off crates are eventually returned the barcode allows the company to identify the original order and make a refund accordingly.

"We believe that this will allow us to provide a better service for our customers and their customers," said Gordon. "There has always been a fear with facilities managers that crate losses caused unexpected and uncontrollable costs. We hope that they will be confident to rent more crates now that the uncertainty has been removed." Gordon said that the system also allowed his company to alert users if crates risked incurring additional charges adding transparency to the entire process.

● **Moving companies wishing to investigate the use of barcoded crates should contact PHS Teacrate for more details.**



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**NEWS: PEOPLE**



● Martijn Gilbert.

## New chairman for CILT under 35s

The Chartered Institute of Logistics and Transport (CILT) has announced the appointment of Martijn Gilbert FCILT as the Institute's new Young Professional Forum chairman.

**T**he Institute's Young Professional Forum is an inclusive forum aimed at CILT members under 35 years old. The aim of the forum is to provide professional development, network opportunities and to give young people a unified voice in the industry.

Steve Agg, Chief Executive, CILT, said: "We are delighted to announce Martijn as the new chair of our Young Professionals Forum. Martijn has a wealth of experience across many different modes of transport

and I am confident the forum will benefit from his leadership. Young people are our future and the Institute is working closely with young professionals in our sector to ensure that they have a voice and that their enthusiasm and experience is highly regarded."

Martijn said that he is thrilled to become chairman. "I am very passionate about the development of younger people in transport and logistics," he said. "Put simply, I don't want to be alone around the boardroom table in 20 years' time."



● Ben Messingham.

## Ben Messingham appointed UK sales manager at Goplasticpallets.com

Goplasticpallets.com has announced the appointment of Ben Messingham as UK sales manager. Ben's role will be to boost sales of the company's range of plastic boxes supplied by sister company Goplasticboxes.com.

**B**en comes to Goplasticpallets.com with a wealth of experience and knowledge in reusable transit packaging (RTP) having previously worked for seven years in sales management for the world's largest manufacturer of RTP products.

Ben said, "I'm thrilled to be joining a company with ambitious growth plans and a dedicated team which

## The EuroGroup appoints Darren French as business development manager

International moving specialist The EuroGroup has appointed Darren French as its business development manager for the United Kingdom.

**D**arren has over 30 years' experience in the moving industry and has previously worked for a number of international moving companies. His role will be to expand the company's commercial and trade business by providing services to Europe, the US, Australia, New Zealand and other destinations around the world.

The EuroGroup is probably best known for its work in the military sector and that continues to be the main part of the business, but the company is keen to expand its non-military activities and develop its services to trade customers.

"I am very excited about my new role at The EuroGroup," said Darren. "With so many contacts around the world and vehicles continually running from the UK to Europe, we are in a very competitive position to provide services to the trade and I'll be working hard to develop that side of the business in the future."

The EuroGroup's Managing Director Tony Tickner said, "I am delighted that Darren has joined our senior management team. He has a wealth of experience in our industry and we are looking forward to him helping to build our export department. He brings



**"...we are in a very competitive position to provide services to the trade and I'll be working hard to develop that side of the business..."**

Darren French

a new dynamic approach to export sales and his customer focus fits well with the model we adopt at The EuroGroup."

Darren lives in Cheshire with his partner Sara and baby daughter Gracy. When he's not working Darren enjoys relaxing with his family and watching football. He is a keen Everton supporter.

has more than 100 years' combined experience in plastics and logistics. In particular I'm looking forward to expanding the company's GoBox range of small boxes and bringing some exciting new products to market." Goplasticboxes.com was established in 2008 as a division of Goplasticpallets.com.

# Online training not for Generation Y

With the youth of today seemingly obsessed with online social media, it's surprising to learn that Generation Y, tech-savvy young people apparently 'dislike' online training.

This is according to a recent article on the Chartered Institute of Personnel and Development's website (CIPD), written by Grace Lewis, a staff writer at *People Management*, the official magazine for the CIPD.

A report by the Institute entitled *Developing the Next Generation* said that unchallenged stereotypes or generalisations about how to support and grow young employees could create ineffective development initiatives.

The report also showed that although they admitted to being 'tech-savvy', the majority of young people said they disliked 'online training' and showed a preference for bite-sized learning, gaining knowledge from experience and receiving constructive feedback.

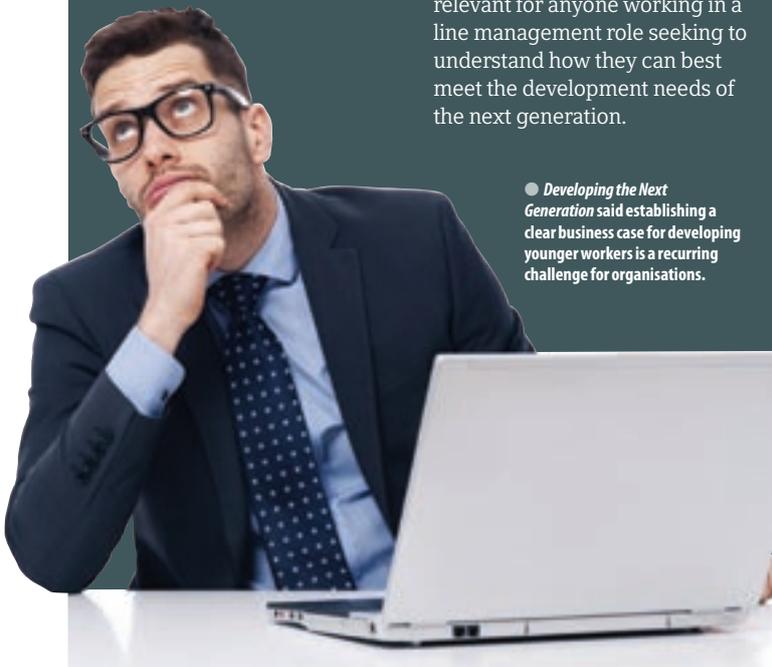
The CIPD has urged employers not to focus on recruitment methods alone, but to focus more on the development of young people to retain great talent and improve business performance.

Young people bring enthusiasm and drive, innovative thinking and technological understanding to the workforce, the report said. However, young employees need to develop deeper skills in self-awareness, acceptance of criticism and emotional intelligence.

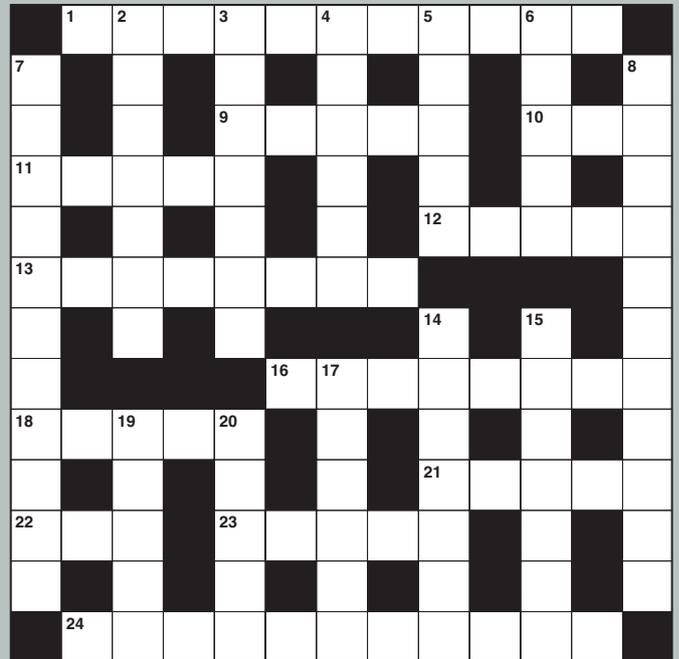
A 2015 survey from the CIPD showed that 76% of organisations offer at least one programme aimed at young people, including apprenticeships, work-based degrees and industrial placements. However, the *Developing the Next Generation* report said establishing a clear business case for developing younger workers is a recurring challenge for organisations.

Visit [www.cipd.co.uk/pm/](http://www.cipd.co.uk/pm/) to read Ms Lewis' article in full and access the *Developing the Next Generation* report. The report explores methods of developing 16–24-year-olds in the workplace and identifies what works and why; which skills young people enter the workplace with and what the most effective way is of building their capability. It is relevant for anyone working in a line management role seeking to understand how they can best meet the development needs of the next generation.

● *Developing the Next Generation* said establishing a clear business case for developing younger workers is a recurring challenge for organisations.



# Puzzles

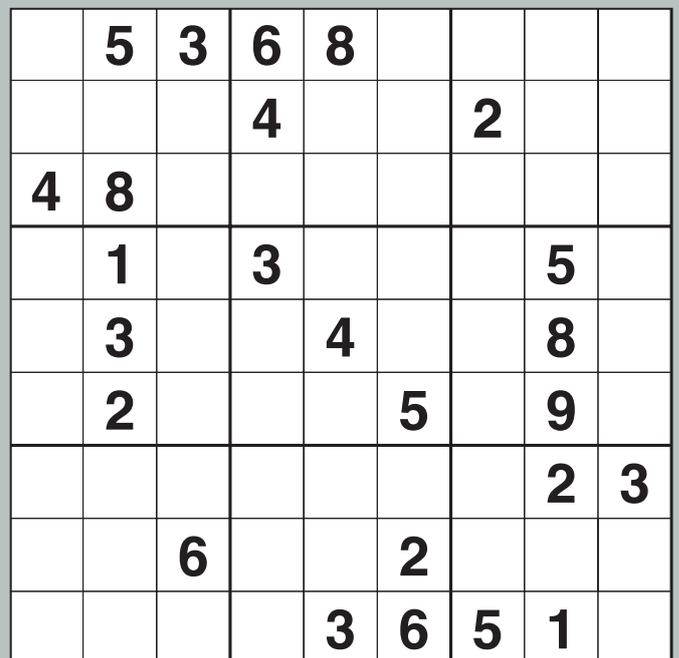


**ACROSS**

- 1 Walk round a place (11)
- 9 Clean thoroughly; vegetation (5)
- 10 Lad (3)
- 11 View; picture (5)
- 12 Greek writer of fables (5)
- 13 Withdraws (8)
- 16 Grow in a vigorous way (8)
- 18 \_\_\_ Dushku: actress (5)
- 21 Entice to do something (5)
- 22 Sue (anag) (3)
- 23 First Greek letter (5)
- 24 Basically (11)

**DOWN**

- 2 Special \_\_\_: cinematic techniques (7)
- 3 Premiership football club (7)
- 4 Freshwater cod (6)
- 5 Sign of the zodiac (5)
- 6 Pipes (5)
- 7 Shameful (11)
- 8 Compassionate (11)
- 14 Seedless raisin (7)
- 15 Long distance postal service (7)
- 17 Loose part of a garment (6)
- 19 Creative thoughts (5)
- 20 Humiliate (5)



**NEWS: PEOPLE**

## Michael Brannigan becomes president and CEO at Suddath

Michael J Brannigan has become the new president and chief executive officer for The Suddath Companies.

**M**ichael assumes the CEO position from his previous role as executive vice president and chief operating officer following the retirement and formal transition of Barry Vaughn from CEO to vice chairman.

Michael joined Suddath in 2012. As CEO, he will continue to lead the Suddath organisation through strategic growth and development and key initiatives including safety, quality, cost management, capacity development and critical regulatory issues.

"We have been fortunate to have great leaders throughout our long history here at Suddath and the addition of Mike is no exception," said Steve Suddath, Chairman of the Board of Directors. "His strengths in organisational efficiencies and process management will continue to lead our organisation to meet the challenges of growth and global expansion to fulfill our potential as the market and industry leader."

"It is an honour and privilege to assume this role for Suddath," said



● Michael Brannigan.

Michael. "My sincere desire is to continue building upon the great achievements we have had throughout these past 96 years."



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## The White & Co Mystery Mover



Congratulations to Nigel Saunders from Nuss in Sydney for correctly spotting both Dany Schneider from Marcel Schneider Demenagements Lausanne, Switzerland and the dearly missed William De Souza from what was then PN Writer in India. Others managed one or the other but only Nigel gave both names. But who is pictured this month? Send your answer to editor@themover.co.uk to win the White and Company Red and Black watch.

## Matthieu Odijk joins Aspire in Copenhagen

Aspire Mobility in Copenhagen has appointed Matthieu Odijk to the position of general manager of the Group's moving activities.

**M**atthieu, a graduate from The Hague University, joins Aspire Mobility from the Voerman Group in the Netherlands with eight years of international moving and business development experience under his belt. Before entering the moving and relocation industry Matthieu worked for three years with Norfolk Line in Belgium and the Netherlands.

Reporting to Gunnar Moeskjaer, Aspire Mobility Group Director, Matthieu will oversee the Group's international service centres in Denmark and Sweden and work closely with the Group's relocation and furniture rental teams to further develop the Aspire Mobility comprehensive and customer-centric, one-stop-shop relocation strategy.

"We are very happy to welcome Matthieu into the Aspire Mobility management team," said Gunnar

Moeskjaer. "Matthieu has the right age, background and attitude to lead, inspire and help us maintain and further develop the organisation, our customer service delivery and operational digitalisation."

Matthieu is a graduate from the FIDI Academy and he currently serves as a mentor for YP members of the International Association of Movers (IAM).



● Matthieu Odijk.

## Jennifer Murr becomes GM for AIReS in Huston

Jennifer Murr has accepted the new position of general manager of AIReS' Gulf Coast Regional Office in Houston, TX.

**J**ennifer will be responsible for the overall operation and profitability of the office, including both sales and operations teams.

Jennifer started her career with AIReS in May 1997. Over the years, she has held various transferee- and client-facing roles, including account coordinator/relocation specialist, programme manager, programme manager team lead, business process manager, director of consulting services, and most recently, director of client services. In addition, Jennifer has served in the roles of client services manager and account manager for key AIReS customers.

"After spending some time in Houston and Dallas in the past few weeks, I am excited about the opportunity to formally be a part of the Gulf Coast and Dallas/Fort Worth teams," said Jennifer. "We have a lot of great people and some



● Jennifer Murr.

amazing clients; I look forward to continuing to grow with the team. Together we can do exceptional things."

"I really am proud of all of Jennifer's accomplishments," said AIReS President, Jeff Wangler. "What a great story of someone who started their career with AIReS, with so much more still to come."

**DID YOU KNOW?/PUZZLES**

# Did you know?

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

Chocolate was once used as currency.

The highest tides in the world are in Canada at the Bay of Fundy, which separates New Brunswick from Nova Scotia. At some times of the year the difference between high and low tide is 16.3 metres, taller than a three-story building.

The fingerprints of koalas are virtually indistinguishable from those of humans, so much so that they can be easily confused at a crime scene.

Any free moving liquid in outer space will form itself into a sphere because of its surface tension.

Los Angeles' full name is 'El Pueblo de Nuestra Senora la Reina de los Angeles de Porciuncula'.

A group of toads is called a knot.



## Puzzle solutions



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

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



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**FEDEMAC 1st Moving Industry Leaders Summit**  
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## Tony Allen: And finally...



# An indefinite article

Can you believe it! Here we go again. No sooner have I finished one article when, all of a sudden, it's time for another – and sometimes things just don't come that easily. Writer's block I think they call it.

Anyway, purely for my own amusement (and whilst I was waiting for the arrows of inspiration to strike) I thought I'd have a go at writing an article about, well, 'writing an article'. So I did – I'll let you read it one day!

When you come to think about it, words are truly mind-boggling (whoever put those two words together?). Take the English language for example. We have a total of just twenty six letters. Each has a given name approximating to the sound which it represents; and from just these twenty six letters we are able to fill a dictionary with thousands and thousands of words. Dr Johnson found this out to his cost when it took him nine years producing the first proper one.

In addition. Is it not amazing that absolutely any thought that any one of us has ever had, or will ever have, can be expressed using just these twenty six letters? It's simply miraculous, yet here I am, unable to think of a single thing to write!

Can you remember having to produce an essay at school? That was often difficult, and the problem was that most of us would just launch into it without having a plan, and then we'd run out of steam. In fact, this somewhat changed for me when an English teacher suggested that, when in doubt, a good plan was to structure things on the basis of past, present and future. Even now I still occasionally use this method, especially when writing speeches. Although it really is not working at the moment!

The spoken word can often subsequently be denied. The trouble with the written word is that it's so final - as many of us have found out to our cost. Picture the scene: somebody has said something or done something that has really offended you. The unfairness and injustice really eats into your soul. You compose an e-mail setting out your irritations; and you copy in numbers of people just to make sure that your retribution is appreciated by as many people as possible.

The next stage is to read through your missive – yes it's superb! Then your finger moves towards the send button and for a second it hovers in mid-air (should I?). Then, just like a naughty child who has been told not to touch something, you half close your eyes and stab out. Your message has now escaped into the ether.

One hour later? You read it again, and three of Dr Johnson's words occur to you: 'Oh My God!' I'm sure you've got the picture - always better to read it one hour later - but before you've pressed the send button.

It's a bit like that when you are writing an article. Once you have written your piece and sent it off (with half closed eyes), and until you see it in print, that really is it! But of course you can always count on the wisdom and understanding of the editor. Just imagine what it must be like for people who have to produce something every day.

In the days when almost everybody smoked, we used to refer to reports in terms of the number of cigarettes consumed - and this would apply to either the reader or the writer. Being a long-term non-smoker, my unit of measurement is now 'a cup of coffee' (three so far). Of course this does raise the point that we should always consider the reader, and of course this is the difficulty, because each one of us is different. So, ultimately,

Take the English language for example. We have a total of just twenty six letters. Each has a given name approximating to the sound which it represents; and from just these twenty six letters we are able to fill a dictionary with thousands and thousands of words.

I suppose we are writing for ourselves. But of course a writer is nothing without a reader. It's a symbiotic relationship.

From my point of view I must say that I really enjoy writing (others don't) but there again I also enjoy reading (others don't). It's all a question of taste; some enjoy golf (I don't). When I go on holiday I load up with books, my friend Rod takes a sack load of magazines. It's all a question of taste.

So that's it really, but just remember when you are reading to spare a thought for the poor old 'three coffees' writer. And by the way, do you recall earlier when I said that one day I would let you read my article about 'writing an article'? - Well you just have!

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