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Issue 064 July 2016 www.themover.co.uk

TheMover

The independent voice of the global moving industry.



EuRA CONFERENCE IN MALTA

Frances Edmonds facilitates in style. Page 26

Channel Islands Trade Rates

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0 - 500cuft	£1.70 per cuft
501-1000 cuft	£1.50 per cuft
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Contact Information:

Adam Palmer - White & Company PLC, Dundas Spur, Portsmouth - 023 92 984 605
Quotes: channelislandquotes@whiteandcompany.co.uk

Steve Hammer - White & Company PLC, International House, Pitronnerie Road, St Peter Port, Guernsey. 01481 736868 s.hammer@whiteandcompany.co.uk

Grant Binnie - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey
01534 484002 g.binnie@whiteandcompany.co.uk



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Contact Details: Editorial

Contributions on all aspects of the removals and storage industry are welcomed, together with photographs if appropriate. Please contact Steve Jordan, Editor
Tel: 01908 695500
E-mail: editor@themover.co.uk

Deadline:

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Contact Details: Advertising

For all enquiries and bookings, please contact Nikki Gee
Tel: 01908 695500
E-mail: adverts@themover.co.uk

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E-mail: talk2ilike@btopenworld.com
Tel: 01908 675854

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LEADER

The nation decides

Steve Jordan, Editor

Well, 52% of it did anyway. The UK has voted to leave the European Union and plans are already underway to 'Make it so': as Jean-Luc Picard would have said.

Anyone who read my last leader will know that I didn't want to leave, and why. But, what's done is done and I guess we'll all just have to make the best of it. Perhaps now some of the lies and deceit we have had to put up with for the last few months will begin to fade. However, with a new Prime Minister to elect and the leader of the opposition being on definitely dodgy ground, I suspect not.

Maybe the Brexiteers will be proved right. Maybe we will be better off on our own; perhaps the Northern Irish will get on better now with their republican brethren; Scotland might get its independence; and we might live happily ever after. The English football team are also on target for a World Cup win I believe.

The truth is, nobody has the faintest idea how this shambles is going to shake out nor how to achieve what the British public have demanded ... no matter what they say in front of the TV cameras. We'll just all have to hang on and see where we end up and trust that our leaders know what they are doing. But as most of them voted to stay, there are more manning the lifeboats than the tiller.

The leavers are very chipper right now and the remainers are frightened. But nothing ever turns out to be as bad as we fear nor as good as we hope. The European Union has had a kick up the backside and it might well turn out that the reforms that make it better for us all will come from what right now seems like lunacy.

The international moving industry thrives on change. It doesn't matter why people are moving, just that they are. The industry is very resilient and we may find, after the initial shock has subsided, that things turn out fine. Domestically, however, we might be in for a rougher ride as people feel less certain about their futures and less rich.

If you want to understand what the British are concerned about, look to our sense of humour. The more we joke about something, the more worried we are. I've heard, for example, that there is a proposal to change our name from the United Kingdom, to Poundland as we are united only by our currency. Sounds like a plan.

Steve Jordan



Dean Walker.

Company solves driver shortage by promoting from within

Northamptonshire-based Metro Removals' driver Dean Walker has become the first employee to pass his Class 2 driver training with the company.

Dean, who was previously a 3.5-ton driver, will now move on to one of Metro's 18-ton Scania rigidids.

Director Lee Paris said, "I am so delighted with Dean's progress. Since the introduction of DCPC, I have found it very hard to source qualified drivers, as many of those that are licensed to drive Class 2 vehicles just want to sit behind the wheel and have no desire to carry out the removals service. As a result I have looked to develop from within the company. Porters who have the desire to progress their careers with Metro Removals are given every opportunity to do so." Currently three more young

"... many of those that are licensed to drive Class 2 vehicles just want to sit behind the wheel and have no desire to carry out the removals service."

Lee Paris

employees are training for their Class 2 licences, with a further two youngsters looking to obtain their driving licences for 3.5-ton vans.


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NEWS: UK

Landmark national scheme targets rogue fork truck traders

The Fork Lift Truck Association (FLTA) has revealed details of Fork Truck Watchdog, its landmark scheme to tackle mis-selling, poor standards and rogue trading in the materials handling marketplace.

It is the industry's first ever national, joined-up initiative designed to protect customers and works by gathering evidence and providing the mechanism for taking fast and decisive action against wrongdoers.

"Now there is someone fork lift buyers can turn to if they come across a truck being sold in an unsafe condition, unfit for purpose or dishonestly described," said FLTA CEO Peter Harvey. "What's more, they can do so with confidence that the information they give will help to eradicate bad practice nationwide."

The scheme has been achieved through close collaboration between the FLTA and West Berkshire District Council, under the government's Primary Authority Partnership scheme, which allows one local authority to take responsibility for all regulatory advice and guidance to a business or to a group of businesses throughout the whole of the UK.

While the FLTA provides the fork lift expertise, West Berkshire District Council will deal impartially with Trading Standards on behalf of the public, truck users and FLTA Members.



● Watchdog will help buyers combat bad practice in the selling of fork lifts.



● Various ploys are being used to give the impression that lorry drivers are 'self-employed'.

RHA busting the myths about self-employed drivers

The Road Haulage Association (RHA) has been myth busting in a campaign to improve compliance with tax law relating to lorry drivers.

Various ploys are being used to give the impression that lorry drivers are 'self-employed'. While genuine owner-drivers, who have their own operating licence and haulage business are perfectly legitimate, anyone driving a lorry for another company cannot be self-employed.

"Some firms and drivers know they are breaking the law, others perhaps are less sure," said RHA Director of Policy Jack Semple. "Various organisations and driver agencies have been promoting schemes that are unlawful. One myth is that you can set up a personal service company and that allows you to be a self-employed

"Some firms and drivers know they are breaking the law, others perhaps are less sure ..."
Jack Semple

lorry driver for other people. It doesn't. Another myth is that if you drive for several firms, not just one, you can be self-employed. The number of firms you drive for is irrelevant. The rule is that when you drive for another firm, or for a whole series of other firms, you have to be treated as an employee on all occasions."

The scams also build up risk for the companies, including agencies, and the drivers breaking the rules. HMRC is tightening tax enforcement and will impose back-tax and penalties on those found to be breaking the law.

The RHA is supporting HMRC in its enforcement effort. It recently presented on the subject in the House of Commons, at a meeting of the All-Party Parliamentary Group on Freight Transport, and has highlighted the HMRC rules at a series of member briefings around the country.

U Can Store It unveils new brand image

Aldridge and West Bromwich-based self storage specialist U Can Store It has launched a new brand image and website, as demand for storage space continues to grow.

With sites in Anglian Road, Aldridge and Phoenix Street, West Bromwich, the company rents flexible storage space for home and business as well as large items such as motorbikes and caravans.

Managing Director Andrew Jones said, "We are a family owned business where good, friendly and professional customer service is important to us. Our original 'smiley' container logo has been our trusty trademark for 15 years, but time moves on and we wanted a fresh look to reflect our values. Our new 'open doors' image is designed to welcome in customers to a safe and trustworthy place to store belongings, together with the promise of competitive pricing, and good



● Andrew Jones.

quality storage."

Both the company's sites benefit from 24/7 monitored CCTV with controlled customer-only gate access and tamperproof locks. There is

direct vehicle access to unit doors, so customers can park their vehicles right next to their container doors for loading or unloading.

● www.ucanstoreit.co.uk



● Simply Shredding.

Simply Shredding network grows to 79 UK branches

In a little under four years, security shredding company Simply Shredding has grown its national network to 79 branches.

Simply Shredding's impressive growth has been achieved by appointing companies - mainly in the removals industry - as local branches and supporting them with technical

advice, shredding services and marketing know-how. For an annual fee of £250 + VAT, partner companies are able to use the Simply Shredding branding and are given an exclusive page on the company's website

where customers are able to make enquiries and search for their local branch.

There is usually no requirement for branches to have their own shredding equipment as material is collected from the branch by Simply Shredding and taken to the nearest hub for destruction. However, a handful of branches in remote areas have invested in shredders and balers to reduce transport costs and Simply Shredding has helped them buy the equipment.

Director Andy Dickerson said, "At the moment the majority of our branches are removal companies, but we also have self storage companies joining us and we're keen to encourage more to come on board. People are very aware these days about document security, whether it's their personal papers or commercial material, and it's something people and businesses will need for the foreseeable future. Our branch owners are enjoying a valuable additional revenue stream that involves very little work or investment."

Simply Shredding is very aware of its environmental responsibilities and all shredded paper is recycled

"At the moment the majority of our branches are removal companies, but we also have self storage companies joining us and we're keen to encourage more to come on board."

Andy Dickerson

and returned to the market. The company also supports the Woodland Trust and has, with the help of its branches, planted over 200 native oak trees across the UK during the past four years.

There are still parts of the UK not yet covered by the Simply Shredding network and Andy will be pleased to hear from suitable companies in areas including; Berkshire, Oxfordshire, South Wales, the North East, Nottinghamshire, Devon, Cornwall and the east of Scotland.

New head office for Britannia

Britannia Movers International has announced it is to move its head office from Croydon to a new purpose-built facility close to junction 7 of the M25 in Merstham, Surrey.

Construction work is already at an advanced stage and is on target to be completed by the end of the year.

Sales Director Gavin McCarthy said, "The new building will be the hub for our national corporate accounts and shipping operations. Being close to the M25 motorway will make it much easier for Britannia members to access than our present facility. Having to drive a large vehicle through some of

the most heavily congested roads in the South East has been tricky at times so moving to a quieter, more accessible location will be a major benefit. We are also very excited at the prospect of owning our own purpose-built property and to be escaping the high rents demanded in central Croydon."

Britannia was formed in 1981 as a co-operative and is now the largest removals business of its kind in the UK with 41 members nationwide.



● How Britannia's new HQ will look.

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POLL: WHERE DO IDEAS COME FROM?

● Crown Workplace Relocations' survey shows that inspiration can come from a number of different situations.

Boardroom no good for ideas

The British no longer have their best ideas while sitting in the boardroom – or even when having that ‘watercooler moment’ according to a new poll of office workers.

The survey, commissioned by Crown Workplace Relocations, asked where staff came up with their best business ideas and found that casual chit chat is what inspires the majority. Over a third of those polled said that chatting informally with colleagues is the best inspiration.

The boardroom proved to be the least inspiring environment of all with only 8% saying their best ideas came sitting around a table with colleagues.

However, don't throw out the desks just yet! One third of those polled said they have the best ideas at their own desk. And before they have even reached their desk, one in five said they have had an epiphany on their commute to work - and one in ten had a Eureka moment in the shower!

Timing is everything it seems – surprisingly lunchtime proved to be the most productive time of day

Top spots for light bulb moments:

1. Chatting informally with colleagues (35%)
2. At my desk (31%)
3. On the commute (20%)
4. At lunchtime or when having a break (15%)
5. Walking around the office (14%)
6. I do not tend to have business ideas at work (11%)
7. First thing in the morning (11%)
8. In bed (9%)
9. In the shower (9%)
10. In the boardroom (8%)

for business ideas; with 15% of office workers stating that's when they have the most inspiration, compared to just one in ten in the morning and just 5% in the evening.

And finally, one in ten people say they don't have business ideas at work at all! It makes you wonder why they bother going.

Barry Koolen, Regional Managing Director at Crown Workplace

Relocations said, “Innovation is key to running a successful business. These findings show how important it is to encourage employees to spend more time away from their desks and to find ways to bring staff from different departments together. These casual interactions could result in some outstanding business ideas.”

“Encouraging an innovative business means movement, getting employees out of chairs. Adapting office space to accommodate hot desking and break-out areas and adjusting policies to allow for flexible and remote working can often help to create a more creative environment. Offices are not like workshops where people tend machines. Ideas flow around when people get together. Well planned layouts take into account the need for social activity as well as head-down grafting – it's key to productivity.”

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NEWS: UK



● Peter McGowan from Truck East hands over the Scania's keys to Lee Paris.

Surge in domestic removals prompts new vehicle purchases

Following a rapid surge in domestic removals during 2015, Metro Removals Ltd, from Northamptonshire, has taken delivery of a new 18-ton Scania rigid, the third in the last four years. The company has also added a Peugeot Partner van and a 3.5-ton Renault Lo-Lo Loader to its fleet.

The Scania's were purchased from Truck East in Wellingborough and the bodywork constructed by

Northamptonshire-based Kurt Hobbs Coachworks. "I can honestly say it's the finest construction of a removals Pantechnicon body I've ever seen," said Metro's Director Lee Paris. "Kurt Hobbs and technician Shaun Warren are very knowledgeable about all kinds of vehicle construction, and should a problem arise, rest assured they will quickly come up with a solution exceeding our expectations."

Go to jail, do not pass go!

The UK Immigration Act 2016 requires employers to use extra caution when dealing with right to work checks.

Currently, an employer who fails to carry out right to work checks risks a civil penalty of up to £20,000 if the employee does not have the right to work. Only if the employer can be shown to have known that the employee was illegal can there be a further punishment, including imprisonment of up to two years.

The UK government says that this does not do enough to deter employers who 'wilfully fail' to carry out the checks or 'deliberately turn a blind eye' to signs of illegal working. So from 12 July, 2016 employers will face criminal prosecution if it can be proved that the employer "had reasonable cause to believe that [an] employee is disqualified from employment by reasons of the employee's immigration status". The main

difficulty that this creates for employers is that there are a number of situations where an employee's right to work is not easy to ascertain, even if proper checks are attempted.

The majority of illegal working cases are still expected to be dealt with under the civil penalty regime. This reflects the high cost of bringing criminal prosecutions. Unfortunately, it is not possible to rule out all risk of legitimate businesses being prosecuted under the new test due to their oversight. An officer of the company who consents to or connives with the offence will face a prison sentence of up to five years.

● For more information visit: www.penningtons.co.uk.

Information courtesy of Paul Mander, Partner and the Head of Pennintons Manches LLP's Employment Team.

Your guide to office moves

Harrow Green and The Facilities Show have teamed up with FM experts to share their experiences and produce the booklet *Your Guide to Office Moves*. Go to <http://ubm.facilitiesshow.com/office-moves-2> to download your copy.



Nexus PSL's Andy Lapham takes home an exceptional award

Nexus PSL Director of Operations Andy Lapham has picked up a top award for Exceptional Contribution to Relocation.

He was presented with the accolade at this year's *Re:locate* Awards which were announced at an exclusive black-tie event at the acclaimed City of London events venue The Brewery on 19 May.

The Nexus PSL team were also named as finalists in the Best Relocation Management Company 2015/2016.

Fred Rademeyer, COE for Nexus PSL is delighted for the team and Andy. "We're all really proud to be recognised at such a high profile awards event, in particular Andy, who is a fantastic ambassador for Nexus PSL and is a beacon for our innovation, hard work and level of care within the industry. We're incredibly excited for the future."

HR directors and the leading companies, specialists and professionals from the global mobility industry gathered for the annual gala dinner and presentation ceremony. This, the ninth year of the awards, attracted the largest numbers of attendees with senior representatives from more than 100 companies across the international relocation sector.

The *Re:locate* Awards are highly regarded as a prestigious recognition of excellence. Up to 250 attendees networked as they awaited the announcements. They were entertained by singers and magicians who surprised and delighted guests before the winners were revealed. The presentation ceremony in the hands of seasoned speaker and

master of ceremonies, John Simonett, ensured its smooth running.

Speaking at the gala dinner, *Re:locate* magazine's Managing Editor, Fiona Murchie said, "We are thrilled to welcome guests from as far afield as India, USA and Switzerland. This year we have ten categories including some new awards and the judges have been impressed by some exceptionally high-calibre entries. This year over 50% of our entries were international, which confirms their prestigious global reputation, underpinned by a rigorous, independent judging process. These really are the awards to win."

GB Liners took the *Re:locate* award in the category Best International Removals Provider.



● Andy Lapham.



The gatekeeper's role is to restrict interruptions to the decision maker's daily routine, but they may also know a great deal of important information about them and the business.

and avoid at all cost asking permission to talk to them. Terms such as "is it possible to speak to" should be avoided, asking for the person by name, "Joe Bloggs please," has more authority.

Tip 3: Pick their brains

The gatekeeper's role is to restrict interruptions to the decision maker's daily routine, but they may also know a great deal of important information about them and the business. Use this opportunity to check that the person that you want to speak to really is the decision maker. Check your facts with them. Ask simple, non-intrusive open questions to try and build up a picture of both the gatekeeper and the decision maker.

Tip 4: Don't sell to the gatekeeper

Selling to the gatekeeper gives them the opportunity to decide on behalf of the decision maker and the company if your products or services are of interest. Generally the gatekeeper is not involved at that level or privy to strategy or purchasing policy, so no matter how desperate you are to contact the decision maker, do not pitch to the gatekeeper. This is especially true when the gatekeeper asks, "Can I tell him what it's regarding?"

Tip 5: Be creative

Your overzealous gatekeeper will start at a certain time, finish at a certain time and take a lunch break, but the person you need to speak to may not be in sync with this and may answer the phone directly when the gatekeeper is not there. A different gatekeeper may be less diligent when covering for a colleague, so try phoning before office hours, slightly after, and at lunchtime. Also try contacting them directly via platforms such as LinkedIn or Twitter.

Telemarketing is an art, and what works for one will not necessarily work for another. Top telemarketers develop their own personal techniques for bypassing gatekeepers, but I hope this will help you to develop your own style and get through to the person you really need to speak to.

● www.leadingedge-solutions.co.uk.

Telesales: getting past the dreaded gatekeeper

Darren Frostick, Director of Leading Edge Marketing Solutions, gives his tips on how to overcome one of the greatest barriers to telesales marketing: the gatekeeper.

For most people in telesales getting past the dreaded 'gatekeeper' can be a challenge. This individual seems to be there exclusively to block access to the decision maker and can kill any hope of getting a message across or arranging a meeting. However, with the right strategies in place, even the most dedicated access deniers can be bypassed. Here are some tips to help you get past the gatekeeper.

Tip 1: Engage the gatekeeper

Ask the gatekeeper for their help, if XYZ person is in a meeting when will they be free? If you have called numerous times

ask them when is a good time to call, or try to get an e-mail address. Also get the gatekeeper's name, then when you go back you can speak to them on a more personal level. The more of a relationship you can build up the more help you are likely to get.

Tip 2: Sound like you should be put through

If you sound important, you stand more chance of getting through. The gatekeeper needs to judge who should and should not be put through very quickly and will not want to upset a potential new customer or the MD of their biggest client. Speak like you should be talking to the person

PROFILE: AGS



Covering Africa

The AGS Group is set to become the first removals company in the world to have full operations in 51 countries in Africa and will shortly open in Eritrea, South Sudan and Seychelles to complete the network.

AGS was founded in Paris in 1974 and now has 127 offices in 84 countries across the world. The company began operations to and from Africa in 1993 after establishing a base in French-speaking Ivory Coast. This decision followed a high demand from French clients relocating to the area and the absence of reliable quality service providers in the region.

This is not, however, the only reason for the Group's extensive presence in Africa.

Alain Taïeb, Chairman of the Group, believes that other multinational companies have only belatedly realised the magnitude of the potential of Africa. Covering 30 million square kilometres, it is the second-largest continent in size and

one of the largest producers of minerals. It also has key markets with strong growth potential and a young and dynamic population.

"Some countries may be volatile, but the situation is constantly evolving," explained Alain, himself born in Africa. "This continent will have two billion people by 2050; the middle classes are growing – like in China – which implies more wealth; not to speak of Africa's natural resources. People are becoming more educated, some are willing to live better; it is clear that Africa is changing and growing rapidly. This is the foundation of our 'Africa54' project: to have a strong physical presence in all African countries. This is a project we all believe in at AGS."

Laying the foundations in Africa

Africa is a vast continent and can be a difficult place to operate – both from the logistical point of view and in terms of finding people with the right skills to do the job.

AGS's expansion throughout the African continent has been both through acquisition and by starting new operations from scratch. A major landmark in AGS's development in Africa was the acquisition of South Africa's relocation leader in 2001, which greatly increased the company's footprint in the southern part of the continent. AGS formed a team of experienced managers to recruit and train personnel and oversee each new operation during the critical start-up



● AGS at work in Cameroon (left) and South Africa (this picture and below right). Below: Alain Taieb, AGS Group Chairman.



period, before handing over control to the new team. While local managers handle the day-to-day running of each branch, moves are coordinated centrally by the AGS Africa Desk, which deals with international communications and facilitates all operations. The department is currently handling around 8,000 moves a year.

As an ISO 9001:2008 certified company with 13 FAIM accredited companies in Africa alone (31 in total in the Group), maintaining high quality and unified standards is a top priority for AGS. "The group benefits our staff in Africa with employment, and through them we benefit in return from a nuanced and uniquely local understanding of the territory and way of life in their respective countries," said Alain. "Creating a team spirit and a happy working environment is very important, and our staff work hard to achieve this. From an administrative point of view all our branches are also independently audited regularly in

"Some countries may be volatile, but the situation is constantly evolving. This continent will have two billion people by 2050; the middle classes are growing – like in China – which implies more wealth; not to speak of Africa's natural resources."

Alain Taieb

accordance with our ISO certification, so procedures and working practices are maintained throughout the network."

Management at AGS sees Africa very much as the continent of the future, and has clearly invested heavily in establishing a network of branches across the continent. Its workforce now stands at an impressive 2,406, speaking a vast array of local languages as well as English, French, Portuguese and Arabic. "We believe Africa has a lot to offer to international businesses and we want to encourage more businesses to consider establishing themselves here," said Alain.



NEWS: INTERNATIONAL



● Xeneta claims commodity status would benefit container carriers and shippers.

Commodity status for container freight?

With ultra-low container rates, multiple operators teetering on the brink of bankruptcy, and adversarial relationships developing between those shipping goods and the carriers, Xeneta believes the entire container industry must evolve.

The Oslo-based benchmarking and market intelligence platform for containerized ocean freight is proposing a radical solution it says would benefit both shippers and carriers – the introduction of ‘commodity’ status.

Container rates have collapsed over the course of the last eighteen months. According to Xeneta, which tracks data across 60,000 global trade routes, short-term market average rates for the Shanghai to Rotterdam trade are typical. Here, the market average price for transporting a 40-foot container has fallen by 51% since 1 July 2014, currently standing at USD 1294. Some Qingdao – Rotterdam boxes have been obtained for as little as US\$100 during the last year.

This, Xeneta CEO Patrik Berglund

“Only a handful of carriers managed to make a profit last year and some of the biggest players, like HMM and Hanjin, are close to bankruptcy ...”

Patrik Berglund

says, is unsustainable. “These rates are obviously positive for hard-nosed negotiators wanting to ship freight, but not for the industry, and not for anyone in the long-term,” he states. “Only a handful of carriers managed to make a profit last year and some of the biggest players, like HMM and Hanjin, are close to bankruptcy, while UASC lost a reported US\$500 million in 2015.”

“The low rates that are causing this will, naturally enough, skyrocket if

the industry loses a few significant players, or sees widespread consolidation of power into fewer hands. This will hit not only shippers hard, but also consumers, as all those Asian-sourced retail and wholesale items on which the western world, Africa, and Latin America relies will become significantly more expensive. So, regaining a sense of stability wouldn’t just be a good thing for the containership vessel operators, but for all stakeholders, right through

the entire chain.”

Berglund, and the team working on the Xeneta platform, see the commoditisation of containerized freight as a solution. Commodities are traded on highly regulated exchanges with transparent pricing. Importantly, traded items can be hedged, buying or selling forward to manage exposure to risk. For example, in the case of aluminium, traded on the London Metal Exchange (LME), it is possible to buy or sell forwards by up to 123 months.

“At the moment shippers and carriers are at loggerheads, fighting to get the best prices in an unstable market,” Berglund explains.

“However, by trading the transport as a commodity, at a transparent price, both parties achieve security and get the option of buying or selling forward when they feel the price is favourable to their interests.”

“For example, imagine how healthy a carrier would be if they’d sold forward three, five or seven years when China - Europe rates were in the US\$1,500 - 2,000 range. On the other hand, imagine a shipper who bought freight contracts now for two, three or five years ahead, protecting themselves against future rate hikes when carriers go bankrupt, or when the Chinese economy recovers even by just 1 or 2%.”

He concedes that there are risks involved, however, explaining that, for example, shippers who locked in the aforementioned rates of US\$1,500 – 2,000 two years ago would be hurting now. “But that element of risk is the price to pay for both parties to gain predictability and transparency,” said Berglund. “There are many things to consider, but with the transparent data that is now available it’s easier to make truly informed decisions. It has the power to transform this industry.”

● www.xeneta.com.

Ward Van Lines offers new customer air miles scheme

Chilean moving company Ward Van Lines has teamed up with Latin America airlines LATAM to offer a new air miles scheme for its customers.

Any customer that moves with Ward Van Lines within Chile, or internationally to any city in the world, now has the opportunity to earn LATAM Pass kilometres (an air miles scheme). These can be

used to travel to and experience new destinations, make upgrades to Business Class with these airlines or any One World alliance partner airline or redeem them against products in the LATAM catalogue.

Sebastian Laporta, Managing Director of Ward Van Lines, said the scheme is innovative. “With this partnership, Ward Van Lines again shows that it now only wants

to provide a quality service to its customers but the customer also receives a prize for their loyalty.”

In August 2010 LAN and TAM airlines announced their plan to merge their holdings into a single entity, called ‘LATAM Airlines Group’. Together, TAM and LAN have more than 40,000 employees, 280 aircraft, and 115 destinations in 23 countries, while also offering cargo services worldwide.



● Sebastian Brusadelli, Alliance-Partnership Manager of LATAM Pass (left), with Sebastian Laporta of Ward Van Lines.



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EUROMOVERS in Helsinki

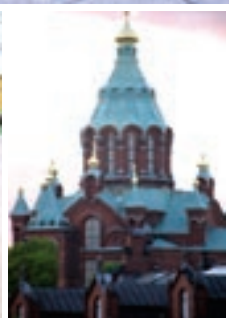
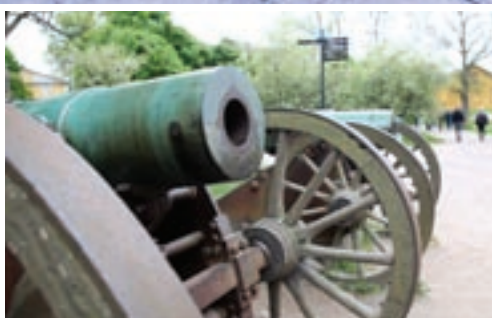
EUROMOVERS held its annual conference and AGM in May in Helsinki: a beautiful location for what was an excellent conference. Steve Jordan, Editor of *The Mover*, was the facilitator.

Around 75 delegates took part in the event, mainly EUROMOVERS members, including a number from outside Europe including New Zealand, China, Japan, Thailand, Australia and Canada. Guests and prospective members were also invited. Such a small conference naturally promotes conversation and the building of friendships which is exactly what the EUROMOVERS conference is for.

Proceedings started with the AGM followed by the directors' report from EUROMOVERS Chairman, Denis Zonneveld from Dijkshoorn in The Netherlands. This was followed by a report on the performance of the group by Thomas Juchum from the EUROMOVERS head office in Luxembourg.

During the conference, sponsors were each given stage time to explain their services to the group. First up on day one was a presentation from Kuehne + Nagel

explaining the company's specialist global LCL service for household goods. On day two there were presentations from In-Lease, a company providing a wide range of furniture and appliances for hire to assignees; Sofrapack, a supplier of specialist cardboard cartons designed to replace wooden cases and crates; and Transpak, a materials supply company that has sponsored EUROMOVERS for many years. Peter Gawthrop from QSS, as the official auditor for the group,



REPORT: EUROMOVERS CONFERENCE 2016

explained the importance of having recognised Standards and the services offered by his company. Gerard Geijtenbeek from Roldo Rent discussed the changes in the moving industry in recent years and speculated about what the future might hold.

Possibly the most poignant presentation was from Stephen Denning from Fox Moving & Storage in Cwmbran. Stephen explained the changes to the SOLAS regulations that came into force on 1 July. He said that there was much confusion over the new global regulations and how they will be applied in each country but urged EUROMOVERS members to make certain that they had the necessary arrangements in place to provide a VGM (Verified Gross Mass) with every container for shipment after the start date.

Stephen also teamed up with Stephen Morris from Stephen Morris Shipping to explain the changes to the European customs regulations that applied from 1 May, 2016. Stephen Morris explained that although there would be some additional costs and minor delays, there was no reason why the accepted system of consolidating European traffic through the UK shouldn't continue as before.

A nice touch at the EUROMOVERS conference every year is that all the first time attendees, whether new members or just visitors, have the opportunity to take the stage for a minute or two to introduce themselves to the group. It's a tradition that works well in such a small group.

Possibly the highlight of the conference was the presentation by Thomas Juchum

A nice touch at the EUROMOVERS conference every year is that all the first time attendees, whether new members or just visitors, have the opportunity to take the stage for a minute or two to introduce themselves to the group.

New Board for EUROMOVERS

EUROMOVERS elected a new Board at the Helsinki conference. Denis Zonneveld from Dijkshoorne in The Netherlands was re-elected as chairman with Angels Gallarno from Inter S+R SL in Barcelona as vice chairman. Peter Lauret from Gebr. v/d Eijnden in The Netherlands was elected as secretary with Eddy Walschot from Servaes Services in Brussels and Stephan Straus from Gebr. Rogendorf in Cologne as Board members.



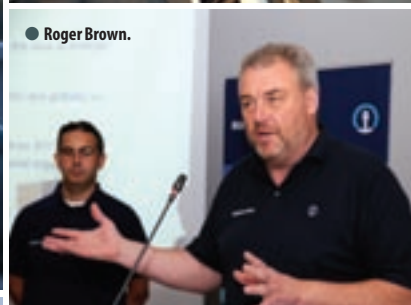
● Denis Zonneveld.



● Thomas Juchum.



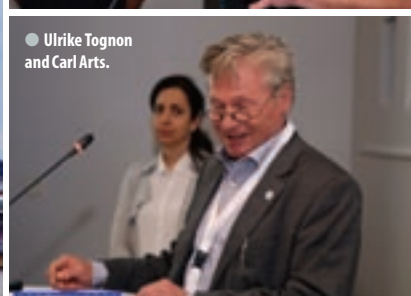
● Gerard Geijtenbeek.



● Roger Brown.



● Guillaume Rochman.



● Ulrike Tognon and Carl Arts.



● Stephen Denning.

REPORT: EUROMOVERS CONFERENCE 2016

continued from previous page

detailing the progress within EUROMOVERS since last year's conference in Barcelona. Thomas went through all the decisions and suggestions made last year systematically and explained the actions that had taken place. This included the organisation's first traffic managers' meeting, specifically requested last year and held in Cologne in February; details of progress on group purchasing arrangements; the adoption of ISO Standards for the organisation; and the progress of the global awareness campaign.

The business proceedings were concluded in traditional style with the EUROMOVERS Ceremony of Honours at which the top bookers and quality award

winners were announced. ISS Worldwide from Dubai was the runaway top booker with Dijkshoorn of The Netherlands taking the quality award. ISS and Grundell of Finland took the quality awards for administration and finance respectively with 4Move from Moscow and Palmers Group from Australia taking quality awards for members from outside Europe.

Delegates at EUROMOVERS always work hard but take time to relax and enjoy each other's company. Dinner on the first and second nights was taken in the conference hotel – The Scandic Grand Marina – in the restaurant overlooking the picturesque harbour. Entertainment was provided, as has become the much anticipated norm, by Luigi Briotti from EUROMOVING 2000 Milano who

continued his mission to bring opera to the moving industry. First class!

After business on the Saturday delegates enjoyed a sightseeing tour of Helsinki and a boat trip to the Suomenlinna Island fortress, built to protect the city in the 18th century and now a World Heritage Site. Dinner on the last night was celebrated at a local restaurant under the shade of the stunning Russian Orthodox church that dominates the skyline.

EUROMOVERS is actively looking for new members in strategic locations around the world. The annual conference is a good opportunity to showcase the organisation and present what must be one of the friendliest groups in the moving industry. Next year EUROMOVERS will be in Edinburgh.



● ISS.



● Grundell.



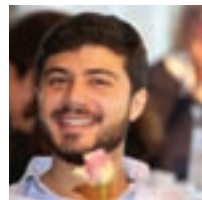
● 4Move.



● Palmers.



● Luigi Briotti



● EUROMOVERS delegates at dinner in the hotel.



An easy way to excel

By Steve Jordan

After completing my job as the facilitator at the EUROMOVERS conference in Helsinki, the chairman presented me with a certificate for 'Excellent services and support to the EUROMOVERS network in 2016'. I was delighted. After 42 years in the moving industry this was the first time I've ever been presented with anything!

It reminded me of one of my mantras when I did sales training for BAR many years ago. Everyone would tell me that it was very difficult to excel in the moving industry because, fundamentally, everyone does the same thing. I would always reply, "Well that makes it easier doesn't it?" Surely if everyone does the same it's easy to be different.

I thoroughly enjoy my job facilitating conferences, and don't do it for applause, but I was very touched by this simple symbol of appreciation. Thank you EUROMOVERS. It doesn't cost much to be extraordinary.



● Facilitator Steve Jordan.

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NEWS: INTERNATIONAL

WORLDWIDE MOVERS AFRICA OPENS IN KHARTOUM

Worldwide Movers Africa has announced the opening of its newest branch, in Khartoum, Sudan. Since establishing its first branch in Tanzania in 1993, Worldwide Movers Africa has expanded across the African continent and now has branches in Burundi, Eritrea, Kenya, Madagascar, Malawi, Rwanda, Somalia, South Sudan, Tanzania, Uganda, Zambia and Zimbabwe, Ghana, Senegal and Somaliland.

Commenting on the opening, Eric Beuthin, President and CEO of the Worldwide Movers Africa Group said he was confident the Khartoum branch would be a success. "Sudan is not the easiest country in which to offer our gold standard service; however Ronald Mutesasira and his team are in place with fully primed professionals."

With more than 15 branches from coast-to-coast, Worldwide Movers Africa is one of only two major international relocation groups on the continent and is a member of IAM, AMSA and SAIMA and is certified by the Fédération Internationale des Déménageurs Internationaux (FIDI) in Europe.



● Ronald Mutesasira.



● Peter Bowsher and Steve Crooks (centre) accept EMMAs award for Suddath along with FEM representatives.

Suddath recognised as International Mover of the Year at EMMAs

Suddath has won its third Expatriate Management & Mobility Award (EMMAS) in the 'International Mover of the Year' category showing continued excellence in the global arena of household goods relocation.

This is the fifth year in a row Suddath has received an award in this category as the winner in 2016, 2014 and 2012 and runner-up in both 2015 and 2013. The Forum for Expatriate Management (FEM), a global group comprised of industry

mobility professionals, chose Suddath as the recipient out of a total of five finalists in the category. The EMMAs awards are held annually to recognize excellence in a particular category of service delivery or programme within companies or organisations who

relocate employees internationally.

Steve Crooks, Senior Vice President of International Agent Development, and Peter Bowsher, Vice President of Global Sales, accepted the award on behalf of Suddath during the awards gala at the annual Americas Global Mobility Summit in Philadelphia, PA.

"We are honoured to receive this continued recognition from industry peers as it further demonstrates our commitment to take moving the world personally."

Steve Crooks

This year's entry was completely anonymous for all participants and the judges, both clients and peers, stated that, "The compliance aspect for transportation was typically lacking — until The Suddath Companies. Their broader vision and commitment to customer satisfaction makes them a winner."

"Suddath's compliance programme reflects our values, culture and commitment to each other, our customers and the community as a whole," explained Steve Crooks, "We are honoured to receive this continued recognition from industry peers as it further demonstrates our commitment to take moving the world personally."

Arpin Group recognised for environmental achievements

Arpin Group was recognised at the 2016 Environmental Merit Awards ceremony of the US Environmental Protection Agency's (EPA) New England regional office in May.

Each year EPA New England recognises individuals and groups in the six New England states who have worked to protect or improve the region's environment in distinct ways. The merit awards, given since 1970, honour individuals and groups who have shown particular ingenuity and commitment in their efforts to protect the environment.

Peter Arpin, Partner of Arpin Group and President of Arpin Renewable Energy, was present to receive the award on behalf of the company. He has been the guiding force in Arpin Group's commitment to sustainability. Peter is also host of the leading business sustainability network

ReNewable Now, which covers 'the business side of green' and broadcasts across many mediums.

Arpin Group's achievements include becoming the first company in the moving industry to perform the S-CORE Multi-purpose Sustainability Assessment offered by the International Society of Sustainability Professionals and investing in the research and development of solar panels for moving trucks to reduce engine runtime and fuel consumption.

This year's Environmental Merit Awards programme was dedicated to the historic Paris climate agreement last year at which over 190 nations committed to universally limit global warming.



● Left to right: Rob Guillemin, Innovation and Sustainability Specialist, EPA Region 1; Peter Arpin, Partner, Arpin Group; Deb Szaro, Deputy Regional Administrator, EPA Region 1; Curt Spalding, Regional Administrator, EPA Region 1.

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PROFILE: TEAMWORK INTERNATIONAL MOVERS

TEAMWORK INTERNATIONAL MOVERS: THE FIRST TEN YEARS



It is now ten years since Lars Lemche launched his fledgling company, Teamwork International Moving, from a small office in Sao Paulo, Brazil. Despite his Danish roots, Lars had spent most of his working life in Brazil's international moving industry and risen through the ranks to sales director of one of the country's major players.

There were changes happening in my old company and I decided the time was right for me to move on," said Lars. "Things were pretty good at that time in Brazil and I figured it was a good time to start something new and different."

As a European, Lars had always been frustrated by the way business was conducted in South America and deplored what he described as the 'mañana, mañana' attitude that prevailed in many organisations at that time. "I had always been taught to be pro-active and to keep to timetables and I was determined to run the new business in that way," he said.

"We rented a small office in Sao Paulo; all we had were a couple of laptop computers, some second-hand office furniture, a telephone line and two mobile phones. I remember turning to my assistant and saying, 'What now!' It was an exciting but at the same time a frightening moment."

Lars spent the next few weeks travelling the world visiting his former corporate clients and partners and asking them for their business. "I'd built up a lot of air

travel, hotel and rental car points over the years and decided to use them to re-establish contact with some of my old friends that I'd done business with in the past. That was how we got the business started, but it was three months before we signed our first customer."

Lars' initial vision to change the mentality and work ethic of the stereotypical Brazilian worker was a major factor in getting the business off the ground. "Right from the start we trained our people to keep customers informed at every stage of their move – there were no excuses," said Lars.

To begin with, Teamwork had no vehicles or warehousing and used other moving companies to undertake the physical work, while concentrating on developing its sales and operations personnel and creating its own move management software. Lars explained, "We wanted a system that would make it easy for our people to keep customers informed without having to manually send e-mails to keep them in the loop. The software we devised still works well today, although we are continually upgrading it as the

business evolves – it's what we call here in South America 'a never ending bag'."

One milestone moment came only a few months after Teamwork started trading when Lars cold called Citibank in Sao Paulo and was summoned to the office the following day. "To say the least I was surprised. My appointment was for 10:00am and it was a two-hour drive. I set off at 6:00 and arrived at 8:00 just to make sure I wasn't late!" The meeting was successful and marked the start of a business relationship that has continued to this day.

Lars believes that personal contact and building friendships is the best way of doing business, which is why he is now a director of PAIMA and also a member of IAM and FIDI.

Since those early days Teamwork International Movers has grown beyond all recognition and now has offices in both Sao Paulo and Rio de Janeiro with 11,000m² of warehousing, 120 personnel and nine vehicles.

In the middle of last year Teamwork needed more control over the company and decided to implement SAP for the



“We rented a small office in Sao Paulo; all we had were a couple of laptop computers, some second-hand office furniture, a telephone line and two mobile phones.”

Lars Lemche

accounting, purchase, human resources and controlling. This is another challenging task, as you must have all in place before starting.

So what will the next ten years bring? “Things here in Brazil are not as favourable as they were back in 2006 when we started, but Teamwork is in good shape and I’m optimistic about the future,” said Lars. “Over the next few years we’ll be carefully controlling our costs, but at the same time investing in and developing our people. I believe our customers value our family spirit and work ethic and know they can rely on us to get things right.”

● Top and inset: Teamwork’s headquarters; above: Lars Lemche.



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NEWS: ON THE ROAD



● The Volvo Concept Truck.

Volvo Trucks' new concept truck cuts fuel consumption by more than 30%

Volvo Trucks' new concept vehicle shows how it is possible to drastically boost productivity in long-haul operations. Among the secrets behind these remarkable fuel savings are aerodynamic design and lower kerb weight.

With support from the Swedish Energy Agency, Volvo Trucks has developed a new concept vehicle, the Volvo Concept Truck. It is the result of a five year long research project aimed at creating more energy-efficient vehicles. The new concept truck cuts fuel consumption by more than 30%.

"We continuously work on developing more energy-efficient

vehicles. This is a high-priority area both out of environmental concern and in order to reduce our customers' costs. We're proud to be able to drive this development. Our concept truck showcases the immense power of on-going technical advances," said Claes Nilsson, President and CEO Volvo Trucks.

One of the key factors behind the low fuel consumption is the massive 40% improvement in aerodynamic

efficiency that has benefited both the tractor and trailer. "We've modified the entire rig and optimised it for improved aerodynamics as much as possible. For instance, we use cameras instead of rear-view mirrors. This cuts air resistance, so less energy is needed to propel the truck," explained Åke Othzen, Chief Project Manager at Volvo Trucks.

In addition to the aerodynamic improvements, the concept vehicle

is fitted with newly developed tyres with lower rolling resistance. The trailer weighs two tonnes less than the reference trailer, which translates into either lower fuel consumption or the possibility of higher payload. The project also includes an improved driveline. The rig was test driven on Swedish roads in autumn 2015.

Work on the Volvo Concept Truck has been in progress since 2011. The aim is to improve the efficiency for long-haul truck transportation by 50%. Since the concept vehicle is part of a research project it will not be available on the market. However, some of its aerodynamic features have already been implemented on Volvo Trucks' series-produced vehicles, and more of its solutions may be fitted in the future.

The research project is a bilateral joint venture between Sweden and the USA involving support from the Swedish Energy Agency and the US Department of Energy. The American SuperTruck project aims to increase transport efficiency for long-haul operations on the North American market.

Specifications:

- Truck model: Volvo FH 420
- Engine: Volvo D13 Euro 6

Aerodynamic improvements:

- Optimised aerodynamic trailer and tractor;
- In order to reduce air resistance, the conventional rear-view mirrors have been replaced by cameras, which have the added advantage of offering better visibility and increased safety;
- Aerodynamically optimised chassis side-skirts cover the rear wheels on the tractor and all the trailer wheels;
- Aerodynamic spoilers extend the trailer and cut air resistance;
- Optimised air flow for the engine's cooling system;
- Minimised air resistance at the front of the tractor, the wheel housings and entry steps.

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REPORT: EuRA CONFERENCE 2016



EuRA Conference Malta 2016

EuRA held its annual conference in Malta in May. It turned out to be the biggest ever with 680 guests from over 55 countries. Dominic Tidey, EuRA COO, provides his report.

When I arrived in Malta, the week before the event, the hotel was still closed for a total refurb. The management team sent a car to greet us complete with high vis jackets and hard hats – we called this renovation humour. After a tour of the ongoing works, which were very far from complete, we knew we had total faith in all of the teams. Seeing the dedication and diligence of everyone, from the project manager to the building and cleaning crews, was a really humbling experience. Sure enough, as promised and planned, the Hilton Malta re-opened in spectacular fashion on the Saturday before our conference got underway on the Monday.

This highlighted a very apposite issue for us. Our focus this year has been on “Social Values/Better Business” looking at the way Conscious Capitalism is changing the landscape of business and how it’s impacting on mobility. One of the most central principles in the philosophy is respect and faith in all stakeholders within the sphere of operations in which you work. Our major stakeholders in the conference are of course the members and delegates and making sure we can give a great, relevant event, at a great price which maximizes the return on investment for all attendees is our primary goal. Our next most critical stakeholder is our venue, and their goal is to provide us all with an experience that shows they



There was some terrific content ... Frances Edmonds getting everyone singing new EuRA lyrics to the Beatles classic Help ...



● Far left: EuRA delegates;
centre left: Steve Coyne;
below left: Frances Edmonds;
left: Stuart Knight.

are the best at what they do, and we have to say that the Hilton Malta surpassed our expectations. Over the four days from our arrival to the opening, the transformation was total and unbelievable.

With the conference now in its 18th year, it's interesting to reflect on how much things have changed. Back at our first event in Barcelona, we had 90 guests and the conference began with cocktails prior to the Gala Dinner on Thursday night followed by a day of sessions on Friday, finishing at 16:00.

In Malta this year, the conference began with the exhibition and Immigration Symposium on Tuesday and ended with the boat trip on Saturday morning, with partner meetings, training and breakout sessions, a EuRA Global Quality Seal Holders party, our welcome reception, Gala Dinner, plenary days, research update and party night.

For the second year delegates were able to use the EuRA app to meet and message each other, check the schedules and keep up to date with sessions. We also had our new Activity Feed so delegates could comment in real time via the app and Twitter as sessions were taking place. For 2017 we will be adding a full social media interface and there will be screens around the venue where the app RSS feed will be live for delegates to upload pictures and comments throughout the event.

... keynote speaker Stuart Knight got everyone energized and enthused and we all left for the party night on a high.

There was some terrific content throughout the event, from Frances Edmonds getting everyone singing new EuRA lyrics to the Beatles classic *Help*, to the very well received first Immigration Symposium, which we will bring back next year. Our breakout programme was the strongest yet, with four superb sessions looking at industry changes and developments. Our opening speaker frightened us all into re-examining our IT security protocols. Steve Cryne of the Canadian Employee Relocation Council outlined the first results of the inaugural joint EuRA/CERC research into industry trends which we will publish in June. It makes fascinating reading and provides a genuine toolkit for looking at what changes are coming and how we should prepare. There will be a huge growth in assignments but the packages being purchased from providers will change.

Elisa French and Anne Copeland led a
continues over



REPORT: EuRA CONFERENCE 2016



● Tad Zurlinden sports the EuRA shades.

continued from previous page

brilliant session on how Conscious Capitalism is impacting on our industry and what it means for families and corporations and the duty of care they have.

For the first time we ran a plenary session using the dynamic and energizing 'Ignite' format. Superbly organised and moderated by Ghadeer Hassan, the seven presenters had 15 slides and 15 seconds per slide to outline the contributions they were making in their companies to embrace the principles of Conscious Capitalism.

Our terrific keynote speaker Stuart Knight got everyone energized and enthused and we all left for the party night on a high.

The hotel were very disappointed not to be able to host our Gala Dinner around the lagoon pool. They had been prepping for an outdoor extravaganza, but the wind just proved too much and we were forced to come inside. We were disappointed that we had to split the group into two ballrooms as it might have dampened the atmosphere, but the hotel did a great job on the food, the wine flowed and people had a great time.

The party night out in the countryside in the Xara Lodge was a great success and the night was danced away.

Thanks to the extraordinary generosity

We are already raising money for our 2017 Warsaw charity. Delegates are taking part by posting pictures of themselves, family and friends wearing their EuRA sunglasses

of delegates, we raised €25,000 for our Malta charity Inspire, supporting adults and children with learning difficulties across the country. This was an amazing amount of money which was raised from the generosity of the bidders in our live and silent auctions, from everyone who purchased a pair of EuRA sunglasses to the €5 we donated for every app downloaded. This is a massive sum of money for Inspire and enables them to continue their fantastic work.

We are already raising money for our 2017 Warsaw charity. Delegates are taking part by posting pictures of themselves, family and friends wearing their EuRA sunglasses in places all over the world. We will donate €5 for every photo posted on Twitter using the hashtag #eura2016sunglasses.

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NEWS: ON THE ROAD

● London's air quality has improved and will continue to do so, says the FTA's Christopher Snelling.

London Mayor's air quality proposals threaten small firms

The Freight Transport Association has reacted with extreme concern over the London Mayor's proposals on air quality. FTA believes the package proposed by Sadiq Khan would add substantial cost to all London businesses and potentially put some small companies out of work altogether.

FTA has said that the plans outlined by the new London Mayor could have three major possible impacts on business: first an additional charge on the Congestion Charge which is expected to impact vans and lorries;

secondly a requirement for vans and lorries to be Euro 6 across inner-London - possibly as early as 2018; and thirdly the proposal would require lorries to be Euro 6 across all of Greater London as early as 2020.

Christopher Snelling, FTA's Head of National and Regional Policy said, "It should be remembered that air quality has already improved substantially in the capital and will continue to improve further - even if London does nothing. These disruptive proposals will at best only accelerate the situation that is likely in a few years from now. They will put businesses at risk and add massive costs to all - especially to those who need the services that vans provide. Freight operators and the service industry could find themselves being charged extra for their vehicles before they have had any reasonable chance to upgrade. Many businesses could lose trade first in central London, then the whole of inner London - and for businesses based in the zones involved, the impacts will be even worse."

The Association stated that in addition to the general increase in cost of doing business in the capital it was also worried about the impact on small businesses in the haulage sector and all those who use or rely on vans.

Mr Snelling added, "The tipping point where these regulations become less disruptive to business is around eight years after the Euro standard was introduced when a third to half the fleet is compliant, and the second-hand market is



"If we are to avoid increasing costs for consumers, businesses will need significant financial help to adopt these standards this early."

Christopher Snelling

fully developed allowing all companies to upgrade if needed. FTA is concerned that these new proposals could see lorries charged extra just three years after their Euro 6 standard came in, and vans just months after - as their Euro 6 standard does not start until this autumn. If we are to avoid increasing costs for consumers, businesses will need significant financial help to adopt these standards this early. It is imperative that the Mayor looks at carrots as well as sticks."

New Driving for Work course launched by IAM RoadSmart

A report commissioned by IAM RoadSmart, formally the Institute of Advanced Motorists, has shown that 86% of vehicle fleets had experienced an accident in a 12 month period.

The report by Nutshell spoke to 20 fleet and health and safety professionals, from small and large fleets, representing around 7,000 drivers.

IAM RoadSmart has used the knowledge gained from this research to develop a new course - Driving for Work. The course offers a tailored approach to training, working closely with the customer throughout the process to establish the needs of their drivers.

Few people respond well to criticism and there is clear evidence that frightening messages on risk don't motivate. IAM RoadSmart's new course for business drivers aims to understand the individual's own motivations and concerns, on a one-to-one basis, while

looking at what can be done to make the often stressful business of driving for work easier and more enjoyable.

The new Driving for Work course provides coaching and guidance on the elements of driving which really matter to the driver and the fleet. Topics covered include the potential impact of fatigue and mobile phone use; how to drive in a fuel efficient manner and the principles of manoeuvring when parking or driving in confined spaces.

Lesley Upham, IAM RoadSmart Commercial Director said, "Business drivers are already under pressure. They are being bombarded with messages from all quarters, not least to be meeting their business objectives. People like us don't



● IAM RoadSmart's Driving for Work course aims to make drivers' lives easier.

need to add to that. Instead we work with them to make their lives easier through the way they drive."

"This will in turn lead to them being safer on the roads, save money through using less fuel and taking the stress out of the

sometimes arduous task of business driving. Driver retention is a key concern of fleet managers and supporting this through improving their driving enjoyment is really important."

● www.iamroadsmart.com.

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INTERVIEW: MICHAEL SCOTT

Tales of BAR, Eurovan and FIDI

Michael Scott has been a major figure in the international moving industry for most of the last 50 years. As well as running a successful moving company, he was chairman of the BAR Overseas Group, president of BAR, a founder of Eurovan and director of FIDI. Steve Jordan met him at his home in Surrey for a chat.

It was in 1876 when Queen Victoria was on the UK throne and Benjamin Disraeli was her Prime Minister that Herbert Scott and Charles Pitt put their heads together to form the moving company that was to bear their names for over 100 years. The plan was to provide a service to American tourists, engaged in the European Grand Tour, to ship their treasured purchases home. It was a trade that Pitt & Scott embraced for much of its life.

Herbert was Michael's great uncle. "He was a dynamo," he said. "By 1883, just

seven years after the company was formed, Pitt & Scott handled all the exhibits for the World Fair in Chicago, had branches in Liverpool, Glasgow, Paris, Hamburg and four fully owned branches in the USA."

It seems that the whole family were blessed with energy and business acumen. In 1895 the US companies had been found guilty of cheating customs so Michael's grandfather headed off, at the tender age of 27, to successfully recover the situation and drive the success of the US operations until his return in 1908. Michael's father, Douglas, took over the company in 1947

and by the 1960s it was employing over 200 people.

The moving industry was always important to Pitt & Scott but it had many more irons in the fire. It provided insurance for travellers' belongings at railway stations though a separate organisation, the Travellers' Insurance Association (TIA), an organisation that was sold in the 1920s to keep the company solvent during the general strike and the depression.

Another diversification was the Ocean Travellers' Club, started in the 1950s to

INTERVIEW: MICHAEL SCOTT



"I didn't feel that it was an obligation more that it was the right thing for me to do."

Michael Scott

sell holidays on cargo ships. "It was a great way to have a holiday," said Michael. "In those days, when a ship was in port it was there for a few days. Plenty of time for sightseeing." It was a business that flourished until the rise of containerisation put a stop to it.

Michael joined the company after studying mathematics and law at Magdalene College Cambridge. "I didn't feel that it was an obligation more that it was the right thing for me to do," said Michael. "I enjoyed it a lot and felt I was quite good at it at the time."

In 1968 Michael, with three industry colleagues - Cari Spillman, Welti Furrer, Zurich; Lars Osman, Kungsholms, Stockholm; and Juergen Schmit Klingenberg, Klingenberg, Hamburg – started Eurovan. "Allied Van Lines had decided to expand into Europe," Michael explained. "They were beginning to recruit companies and we didn't want to lose the cooperation of our agents." The plan was to operate Eurovan as a return load bureau helping to reduce costs for members. It was very successful. The Allied organisation morphed into CETI and, in the mid 1980s, Eurovan and CETI joined forces to create OMNI which is still a powerful force in the industry today.

He took over as managing director of the company in 1971 after his father's death. He was still a young man but he had his father's trusted team around him. "People such as John Millard, Jack Ellis and Douglas Crowhurst were very loyal to the company and we got on well," said Michael.

It was Jack Ellis who first introduced Michael to the BAR Overseas Group. Jack had been FIDI's first president in 1951. Michael started as an Overseas Group Councillor in 1965 and was able to use his wide knowledge of the industry to help guide the organisation. He became one of its representatives to FIDI (with Michael Gerson) and the Overseas Group's chairman in the 1970s.

Michael was Overseas Group chairman in 1976 when two international moving companies, QRS and Seven Seas, went out of business leaving private customers out of pocket. It was during Michael's chairmanship that BAR set up the IMMI advance payment scheme to provide protection for customers. This system remains in place today.

continues over

INTERVIEW: MICHAEL SCOTT



continued from previous page

But the experience had left Michael somewhat disillusioned with the industry. "The whole shape of the industry was changing. Prices were cut-throat and companies were easy to start and very difficult to close down as soon as they start to expand. You have to be a very clever person to build a company and make it top notch. Some achieved it: Bryan Bennet with Movers International in Canada, Paul Evans with Trans Euro in London, Michael Gerson did very well, Bill Reinch with Transpo in Thailand. But there were many examples of companies that didn't thrive either because the owners were not sufficiently ruthless or clever enough."

At that time the general business was under threat from the big operators and fine art packing died because Americans stopped coming. Michael decided not to encourage his sons into the business, but to sell it in 1985 to Pickfords.

"I really regretted that afterwards because Pickfords had different values and we lost our antique and fine art packing business quite quickly. They gave much more importance to the storage and particularly office records storage. Our international moving business died fairly shortly afterwards because Pickfords didn't give importance to personal service in the way we had done."

He stayed on for a while but was never comfortable with the new set up. In 1988 he accepted an offer from FIDI to join as its director. "FIDI was changing at that



● The Eurovan managers, left to right: Juergen Schmit, Cari Spillman, Lars Osman and Michael Scott. Left: Eurovan promotional literature of the time.

time," said Michael. "It was looking for more training and a payments guarantee system between members." He got them both started. The training seminars were very popular and well attended and Michael's experience with BAR had made him amply qualified to set up what became the Payment Protection Plan (PPP).

"The relationship between OMNI and FIDI was beginning to get a little less good around the turn of the century."

Michael Scott

Somehow Michael managed to convince tutors to give their time freely for the benefit of others. "They only got paid expenses but their companies valued them being seen as experts in their field. They enjoyed, it, they saw it was worthwhile. I certainly did." The general management course took students through every part of moving and included field visits and a two-hour examination at the end. "Not everyone passed. We always had a few failures which increased the tension and the kudos for success."

Michael stayed at FIDI for ten years. When he retired aged 60 he continued to manage the training programme for a further seven years. But the shift to an increasing reliance on online learning didn't sit well with Michael. He admits to being a little old fashioned but believes that people learn best face-to-face. He said that he always tried to have a good mix of students with people from as many companies and countries as possible. "I thought it was wrong because managers need to manage people, I didn't think looking at a computer screen would be

better." He acknowledges, however, that online learning does make education more accessible to a much wider audience.

Asked what were his successes and failures, Michael said that he thought the PPP was a success. "It had a slow payers list that included every reported bill over three months old. If a company showed danger signs the correspondence started. We had to pull the plug on a few companies."

Surprisingly, perhaps, Michael sees the creation of OMNI as a failure. "I rather regretted that OMNI was a sort of club within a club," he said. "It was a pity that FIDI lost some of its importance because OMNI was the big companies with the big traffic. It wasn't quite the same if the OMNI conference was seen as being bigger or better. I felt that it was taking something away from the FIDI conference and making FIDI appear second class." Michael acknowledges the irony that he was one of the founders of Eurovan, OMNI's forerunner.

"The relationship between OMNI and FIDI was beginning to get a little less good around the turn of the century. The bigger and better companies were seeking out the other bigger and better companies and [OMNI] was a way of having a closer contact with them. I think it was a natural thing to happen."

Today, Michael has little contact with the industry that fed his family for four generations. He stays in contact with a handful of close friends, still plays a little golf and partners his wife, Jill, at bridge. "Bridge is my main time occupier now," he admits. But they are both still healthy enough to enjoy travelling, including trips to the USA twice a year to see their sons and wider family.

Michael Scott inherited a successful company but chose to let it go as the industry changed around him. His contribution to the wide industry, however, was profound and will be felt for many years to come.



● HGV drivers are urged to use tractor unit parking brakes and warning alarms.

Death of road worker prompts HSE warning to HGV drivers

The Health and Safety Executive has warned that HGV drivers are frequently putting lives at risk by not following basic safety procedures when coupling and uncoupling vehicles.

The workplace health and safety regulator urged drivers to apply parking brakes and use (or retrofit) warning alarms to avoid a repeat of an incident in January 2015 when a 20-year-old man died. Road worker Dale Pentney was crushed by an HGV tractor unit which unexpectedly rolled backwards as driver Anthony Steven Smith was in the process of delivering materials for repairs to the A21 in Kent.

On 24 May, at Sevenoaks Magistrates' Court, Smith was given a suspended prison sentence. He pleaded guilty to causing death by careless driving and a breach of section 7 of the Health and Safety at Work Act. The court heard Smith, 48, of Philadelphia Road, Porthcawl, Newport, Wales, was an experienced HGV driver and was in the process of connecting his tractor unit to another parked trailer when it rolled backwards. Men working with Mr Pentney were able to jump out of its way but Mr Pentney was unable to do so and was trapped between the two vehicles. He sustained major head injuries and died at the scene.

A joint investigation by Kent Police and HSE found that Smith failed to apply the parking brake of the tractor unit before he left it. He also failed to follow recognised industry coupling procedures. Smith was sentenced to 12 weeks' imprisonment (suspended for 12 months) and disqualified from

driving for 12 months.

HSE Inspector Melvyn Stancliffe, speaking after the hearing brought by the Crown Prosecution Service (CPS), said: "This was a tragic and wholly avoidable accident and HSE's sympathies are extended to the Pentney family. Sadly, it shows how dangerous situations can develop very quickly. These coupling/uncoupling incidents – known as 'runaways' or 'rollaways' – are all too common."

"Many vehicles are fitted with visual and audible parking brake warning alarms, and if they are not fitted, hauliers should consider retrofitting them to their tractor units as HSE considers it reasonably practicable to do so. These alarms must never be ignored. Drivers must ensure they correctly apply the tractor unit parking brake before exiting the cab and then follow safe decoupling and coupling procedures."

Nigel Pilkington, Head of CPS South East complex casework unit, said: "Although Dale died whilst he was at work, it was important to charge Anthony Smith with the serious offence of causing Dale's death by careless driving. The sentence rightly reflects the fact of his careless driving on that day."

● **Guidance on safe coupling and uncoupling of vehicles is available at:** www.hse.gov.uk/workplacetransport/information/coupling.htm.

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DKV extends toll paying network in Russia

In May, DKV extended its toll paying network in Russia. It is now also possible to settle toll routes to Estonia, Latvia and Belarus in the Pskov region. Toll tickets for this regional toll can be bought at the respective toll booths using the DKV CARD.

Both the national and regional distance-based toll in Russia

applies to all trucks over 12 tonnes. Non-Russian customers can pay the toll with the DKV CARD either via the Platon Service Offices or on the Platon website. For the national toll, a completed registration is required.

"We are happy to be able to offer our customers a cash-free billing solution for the cross-border traffic to and from Russia as the first western European provider," said Katja Mondok from Product Management Toll.

Toll services are part of DKV's extensive service package, which includes refund services, fuel cards and online services.

● www.dkv-euroservice.com.

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Cultural differences in business

Alyssa Bantle, Global Curriculum Manager, Intercultural & Language Training, Crown World Mobility, offers tips for avoiding faux pas when working abroad.

You've just started a new job abroad but how do you communicate? Should you be direct with the Germans but not with the Japanese? Should you avoid first names in Poland but use them in Australia? If an Indonesian asks about your weight are they being friendly or rude?

For people doing business abroad, and especially for those working on assignment, it can be a big surprise to find out how many cultural differences exist.

When it comes to understanding cultural differences in business, it's one thing knowing the correct way to greet colleagues and formal guests. However, the ability to understand and adapt to business and social norms when working on assignments has become a skill of paramount importance.

It's no surprise that cultural training is now mandatory in many major corporations when sending assignees to work abroad – for people in global mobility it's as important as being able to do your job.

So, here are cultural tips for working in a variety of countries. You may be surprised just how different we all are ...

Germany

Tip 1: When giving feedback, be as direct as you can. Concentrate on what needs to be changed or improved and point that out. Instead of 'Perhaps you could consider ...' use something more direct such as 'Some of this is not right, please change xyz.' As rude as that might sound for a Brit it isn't for a German. Still not convinced? Keep in mind that feedback which seems polite to a Brit might be both confusing and even seem dishonest to a German who values direct communication.

Tip 2: Be careful with using British humour. Germans use humour much more sparingly in professional situations. Also, British irony is often lost on Germans - and many other cultures for that matter! British people joke as a way to get someone on their side but sometimes they achieve the opposite when doing this abroad!

Tip 3: Don't be surprised if after your presentation the German audience applaud by knocking on the table repeatedly using their knuckles.

Poland

Tip 1: Brits tend to aim on using first names too fast (or immediately) when speaking in Polish. Poles tend to be more formal and would like to be called Pan or Pani for quite some time. When speaking English, first names usage is more common but just remember to be a bit more formal initially than you would in the UK.

Tip 2: A big challenge is operating around the business calendar, which is somewhat shorter than that of the UK. Bank Holidays can often be on a Wednesday or Thursday and it is common for people to take a day or two before the holiday or even the whole week off. Always check for business holidays before planning a trip and then check with who you want to meet to make sure they will be at work.

Brazil

Tip 1: Brazilians tend to associate English speaking people with the US, and might be a little confused when faced with a slightly different accent and sense of humour than they expect from an American.

Tip 2: Business meetings are often scheduled about two weeks in advance. Also, make sure you confirm the meeting with a call or e-mail a day or two before it is scheduled to take place.

Panama

Tip 1: Panamanians do business with people, not companies. So a focus on building a network and maintaining relationships is key. This means finding ways to spend quality time with people and not just jumping to the task.

Tip 2: In Panama the sense of time, urgency and deadlines can be very different than in the UK, so be very conservative in estimating how long it will take and how much it will cost to complete a project. This applies to large scale projects as well as tasks you outsource or delegate.

Panama



Brazil



BUSINESS: CULTURAL DIFFERENCES**Indonesia**

Tip 1: You will almost certainly be offered snacks or tea at business meetings. It is good practice to wait for the host to drink (or eat) first or to specifically ask you to begin.

Tip 2: Indonesians may not hold back on some topics not often discussed or considered rude in the UK. These could include your weight, marital status, age and religion. Plan an answer you are comfortable with ahead of time on these topics.

Hong Kong

Tip 1: Most communication, even if the person is in the cubicle or office next to you, will be done through a computer screen on an instant messaging programme. Do not take it personally if people prefer an instant message or text to a phone call or face-to-face conversation.

Tip 2: Taking clients out for lunch is really important – a lot of locals are taking out clients to celebrate 'Christmas, New Year and Chinese New Year' in one meal. Going out for an informal drink after work as you would in the UK does not work well in Hong Kong. This would be seen as an official work event no matter how informal you want to make it.

Australia

Tip 1: There's a more social approach to business in Australia. After meetings at the office are held it can continue socially at restaurants or pubs. Sometimes there may even be personal invites to people's houses for BBQs. This is just as important as the main meeting to build that relationship and get to know the client better.

Tip 2: Dress style is largely smart casual rather than full business suits. More conservative businesses will certainly still dress more formally but in many cases being 'overdressed' will not be seen as a sign of respect as it might be in the UK.

The more you look into global business culture, the more apparent differences become and the potential impact this can have on working relationships and networking abroad.

But it is also important to remember there are no guarantees with doing business in other cultures - no matter how much you know. People and cultures are always full of surprises. That is why the most important thing is to be curious at all times. Even if you are in a familiar situation or with a client or colleague you

feel you know well, try not to make assumptions.

Consider cultural differences an opportunity to explore, not just the differences but what they mean and how they developed.

What does that ambition look like? Well, make sure you truly observe what people are saying and doing, ask questions about what you observe and lastly, share information about cultural norms you are used to and the reasoning behind it. It takes real understanding to make a success of doing business abroad.

**Alyssa Bantle**

Alyssa Bantle is an expert in cross cultural training, a professional business coach and Global Curriculum Manager for Crown World Mobility. She is based in Miami.

● www.crownworldmobility.com.



PROFILE: PREMIER INTERNATIONAL MOVERS

● Luis Amorim and Bruno Rosa pictured at the FIDI conference in Geneva.



Leading with operations

Premier International Movers, Lisbon started from nothing just 12 years ago. Steve Jordan caught up with Director Luis Amorim to find out his story.

It was in 2004 that Luis Amorim, Helder Antunes and Edgar Antunes started Premier International Movers in Lisbon. It was an unusual beginning for the company as they had no experience of running a business or of management but, with hard work and determination, it worked.

Both Luis, Helder and Edgar had been packers with one of Portugal's largest moving companies when they saw an opportunity to start something themselves. Not many companies start from a purely operational background but Luis, Helder and Edgar complemented each other. "Edgar and I handle the warehouse and Helder takes care of the office," said Luis.

They started using their own money, focussing on domestic moving in the beginning and training their own people as the company grew. In 2006 they hired an international specialist allowing the company to move into the international market. "You can't make money just working in Portugal," said Luis.

This was at a time when global trade was doing well. Nobody predicted the crash that came along two years later. But Luis, Helder and Edgar had a good idea that the bubble couldn't continue forever. "In Portugal crises come along in cycles," said Luis. "I am 41 years old and we have had three crises in Portugal

in my working life. So when you see something getting bigger and bigger you know it's going to fall. You cannot hold it forever. So you have to be careful. Nobody gives you anything free. In the good times you have to keep something back for the winter."

So the crash of 2008 and beyond left Premier virtually unmarked. The company remained relatively small, keeping a nucleus of staff that could be employed all year round and using trusted subcontractors during the busy periods.

"With all these groups you have to be patient. If you take your time, make contacts and provide a good service, opportunities will come up."
Luis Amorim

In 2008 Premier joined PAIMA. Luis saw the opportunity of working with other PAIMA companies, particularly in South America. Luis enjoys being part of PAIMA. "It's a small group and it's not a regular conference. It's friendly."

Two years later Premier became a FIDI member giving it the opportunity of working with some of the bigger companies in the industry. "We wanted to play in the Champion's League so we

joined FIDI when the conference was in Lisbon," said Luis. "With all these groups you have to be patient. If you take your time, make contacts and provide a good service, opportunities will come up. You can talk 50 times to the same agent but if he's already working with someone in Portugal who's doing a good job, we have to respect that: we have to wait. Nobody is going to change agents for a few euros; it's about partnership."

Unlike many start-up companies, Luis, Helder and Edgar didn't have any help in the early days: they had to do everything themselves and learn as they went along. "We had to start from scratch. We didn't have a father or an uncle to give us a head start. We had to prove how good we are and make a name for ourselves in the industry."

But that has resulted in a company that is very equal and in which everybody benefits. "We are not suppliers we are partners," said Luis. "If you have a problem pick up the phone and call me. We have good relationships with all our road crews. Everyone is nice."

Another key member of staff is Bruno Rosa who's been there for four years. Bruno spends most of his time in the office coordinating the moves, talking to agents and providing rates. "I make sure that I answer them on the same day," said Bruno, underlining the company's dedication to providing a high level of service.

Embracing the international work has transformed the company. "All the decisions are taken outside Portugal, in the UK and US mainly," said Luis. "We can't book with big brands here, there are no contracts."

But through the company's international partners it is now thriving. Full-time, permanent staff include five people in the office and around ten on the road. Local work is performed using their own trucks with long distance haulage provided by specialist contractors. The main office in Lisbon is supplemented by a small

warehouse in Porto in the north of the country. "It's a small country," said Luis. "From Lisbon you can be in the north or on the Algarve in 2-3 hours."

Premier International Movers has grown from a standing start in 2004, survived the worst recession in living memory, and come out strong and providing an excellent service to its partners worldwide. It's a testimony to hard work, common sense and a practical approach.



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Dress code and appearance

Stories have recently appeared in the news about a receptionist who was sent home from work for apparently refusing to wear high heels. According to Acas – The Advisory, Conciliation and Arbitration Service – it's not just high heels that are causing uniform grievances. Here is Acas' advice.

Dress codes are often used in the workplace and there are many reasons why an employer may have one, for example workers may be asked to wear a uniform to communicate a corporate image and ensure that customers can easily identify them. Often an employer will introduce a dress code for health and safety reasons, for example health care workers may not be allowed to wear jewellery for safety reasons when around patients and certain clothing may not be allowed in factories while operating machinery.

The key points are:

- Employers must avoid unlawful discrimination in any dress code policy;
- Employers may have health and safety reasons for having certain standards;
- Dress codes must apply to both men and women equally, although they may have different requirements;
- Reasonable adjustments must be made for disabled people when dress codes are in place.

A dress code can often be used by employers to ensure workers are safe and dressed appropriately. It should, however, relate to the job and be reasonable in nature, for example workers may be required to tie their hair back or cover it ...

A dress code can often be used by employers to ensure workers are safe and dressed appropriately. It should, however, relate to the job and be reasonable in nature, for example workers may be required to tie their hair back or cover it for hygiene reasons if working in a kitchen.

Employers may have a policy that sets out a reasonable standard of dress and appearance for their organisation. Any dress code should be non-discriminatory and should apply to both men and women

equally, but standards can be different. For example, a policy may state 'business dress' for women but may state men 'must wear a tie'.

Employers may adopt a more casual approach to dress during the summer, but this may depend on the type of business. Some employers may require staff to wear business dress all year because of the nature of the work, for example sales representatives who meet with clients will need to maintain a certain standard. Employers may have a 'no flip flop' policy as a health and safety precaution, but any restrictions should be clearly set out in the organisation's policy.

It is good practice when drafting or updating a dress code for an employer to consider the reasoning behind it. Consulting with employees over any proposed dress code may ensure that the code is acceptable to both the organisation and employees. Once agreed it should be communicated to all employees. When setting out a policy employers should take into account employees who may dress in a certain way for religious reasons. However, workers can be required not to wear certain items that could be deemed a safety risk, for example loose clothing may be a hazard if operating machinery.

If employees do not comply with the standards it may result in a disciplinary hearing.

Exceptions to the rule

There may be times when employees wish to support different charities and they would like to ask for exceptions to the normal dress code rules, for example Jeans for Genes Day, a Christmas jumper day, etc. and on these occasions people should ask their line manager if it would be okay to take part.

Tattoos and body piercings

Employers may wish to promote a certain image through their workers which they believe reflects the ethos of their organisations. Sometimes this can mean that they ask workers to remove piercings

or cover tattoos while at work. Employers may believe they have a reasonable business reason for this, especially when employees are dealing with customers. However, employers should carefully consider the reason behind the rule as they should have sound business reasons for requiring these dress codes. If an employer does decide to adopt a dress code or appearance code it should be written down in a policy which should be communicated to all staff so they understand what standards are expected from them.

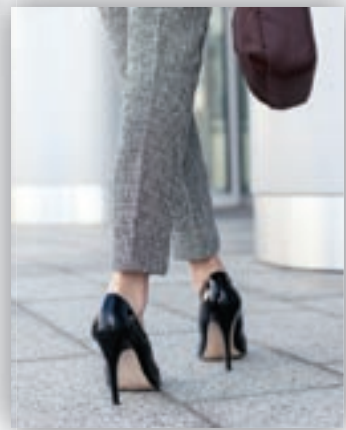
Religious dress

Some employers may wish to cover issues around religious dress within their policies, however, employers are advised to tread cautiously in this area as they should allow groups or individual employees to wear articles of clothing, etc. that manifest their religious faith. Employers will need to justify the reasons for banning such items and should ensure they are not indirectly discriminating against these employees. Any restriction should be connected to a real business or safety requirement. Some recent legal decisions in this area suggest that people should be allowed to demonstrate their religious faith through their dress, for instance by wearing an unobtrusive cross symbol to denote Christianity or wearing a Yarmulke or Kippah (skull cap) as part of the Jewish faith. However, there have been other rulings based on different circumstances that may appear to conflict with this position.

In many cases the display of religious faith may be subtle and fit well with business or corporate dress. Employers are therefore advised to think about the image they want to convey and about how they can work with employees to allow them to manifest their faith in a way that does not conflict with this image, or health and safety requirements, rather than provide a very strict and limiting dress code.

● **For more information visit** www.acas.org.uk.

BUSINESS: DRESS CODE



NEWS: PEOPLE



● Derek Payne at a BAR Past President's Lunch and, below, in his time as BAR president.

Remembering Derek Payne

Derek Donald Payne died on 18 May 2016, he was 82 years old. He was a surprising man in many ways. To those in the moving industry he could sometimes appear severe, but to his family, friends and close colleagues he was very different.



He joined Leicester police in the 1960s, where he met his wife, Jean, and worked as a motorcycle policeman. It was in that capacity that he had the dubious honour of escorting the Great Train Robbers after their arrest in 1963.

He joined the moving industry in 1966 working for Brewer & Turnbull and Whites Removals. Most of his working life, however, was spent with Robinsons where he started as a manager eventually becoming MD of the whole company, and Peter Robinson's right-hand man. In 1978 Robinsons bought the Coxeter name in Abingdon which came with a couple of warehouses, one in a farm building and one in a brewery. Derek took up residence and ran the company which gave Robinsons its

base in the town. "Derek did virtually everything at that time," said Peter Robinson. "He worked very hard, was loyal and absolutely determined to be successful." At acquisition the company had just six men; by 1987 there were 70 on the payroll and

"He worked very hard, was loyal and absolutely determined to be successful."

Peter Robinson

Coxeters had become the largest subsidiary of Robinsons.

Those who didn't know him well might have found him a little forbidding. But he wasn't really like that. Dean Beaton, the current manager of the Abingdon branch said: "People who were on his journey got on brilliantly with him. He was a real fair guy."

Peter Strange, Commercial Director at Robinsons agreed. "His man management style was very effective," he said. "I don't think people realised how helpful he was to everyone. He was very giving."

Derek was the President of BAR in 1987 having been installed at the conference in Stratford-upon-Avon. Rob Syers was the BAR general secretary at the time. "He was committed to the industry and a stickler for detail," he said, "some might say pedantic." But that ability was put to good use for the benefit of the whole industry as Derek was involved with the development of ISO 12522 right from the beginning. "He always wanted to do things right," said Rob. "He was held in very high respect and was rock solid, he never missed a Board meeting."

Tony Allen, who ran BAR Services at the time, considered Derek to be a good friend. "My memories of Derek are many, but most of all I remember his down the line, no-nonsense view upon things, coupled with a sense of honour which is perhaps harder to find these days." Tony said that Derek was never patronising, over-elaborate or guilty of unnecessary diplomacy. "I considered him a close friend, but he never let that get in the way when it came to doing business together!"

After retiring from the day-to-day business Derek continued his connection with the industry with charitable work as chairman of the

Removers Benevolent Fund (RBA) where he was renowned for absolute fairness. He also continued his charitable work as a committed member of Rotary. He was an ardent Leicester City fan. Although he lived to see his team win the Premiership his illness meant that he probably didn't fully appreciate the enormity of the achievement.

Derek's funeral was well attended by representatives of the moving industry and BAR that he had served so well for so long. In her address, his daughter Debbie, painted a picture of Derek, the family man and father. How he was always a little over protective; his love of making wine, much of which exploded from the demijohns; taking Jean bottles of wine disguised as cordial when she was in hospital – and getting told off by the nurses; cruises and caravanning in France; and even skinny dipping with Ron and Joan Waddling from Tippetts Removals in Canada. A most surprising man indeed. He was even once mistaken for Peter Sutcliffe, The Yorkshire Ripper, which gave him his favourite after-dinner story. A slight resemblance perhaps?

"My memories of Derek are many, but most of all I remember his down the line, no-nonsense view upon things, coupled with a sense of honour which is perhaps harder to find these days."

Tony Allen

Derek Payne was a member of a generation of people who gave their time freely to help shape the modern moving industry while maintaining successful businesses as well. The above photo was taken at one of the BAR Past President's lunches in London which he thoroughly enjoyed attending. It shows Derek with his 'grumpy' face, but those who really knew him could see through the somewhat forbidding exterior.

Rest in peace Derek and on behalf of the whole moving industry: thank you.

Karen Kaukol joins Graebel

Marketing executive Karen Kaukol has joined Graebel Companies as chief marketing officer.

In this role, she will lead the firm's global marketing efforts, including branding, market research, digital marketing, customer acquisition and retention programmes, public relations, event marketing, and new product commercialisation. She will be based at the corporate headquarters in Denver, reporting to George Bates, Senior Vice President of Sales And Marketing.

"Karen is truly an innovative and dynamic marketing leader with a relevant global mindset and clear understanding of Graebel's vision, culture, technology and value proposition, which uniquely and effectively support our clients' global talent deployment needs," said Bill Graebel, CEO of Graebel

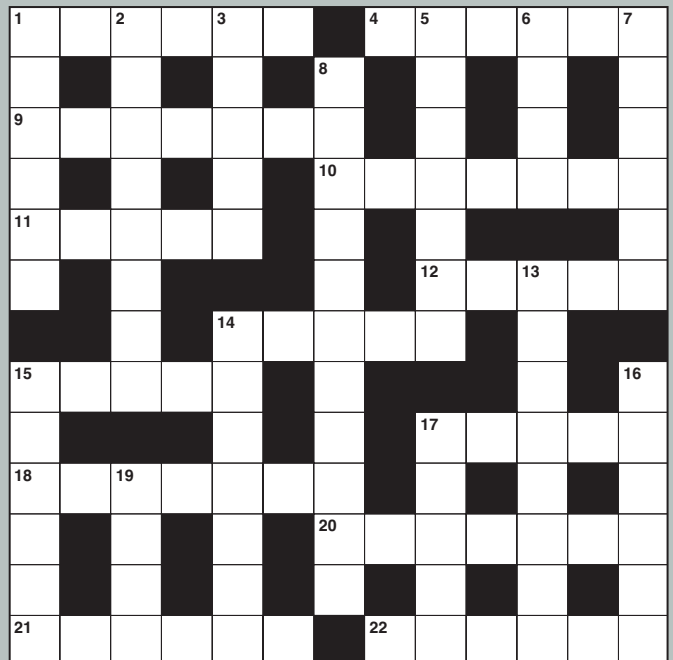


● Karen Kaukol.

Companies. "Karen and her team will take the lead in telling this story – and helping us continue to put the customer first – as we build our business and brand worldwide."

Most recently, Karen served as senior vice president of global marketing at First Data.

Puzzles



ACROSS

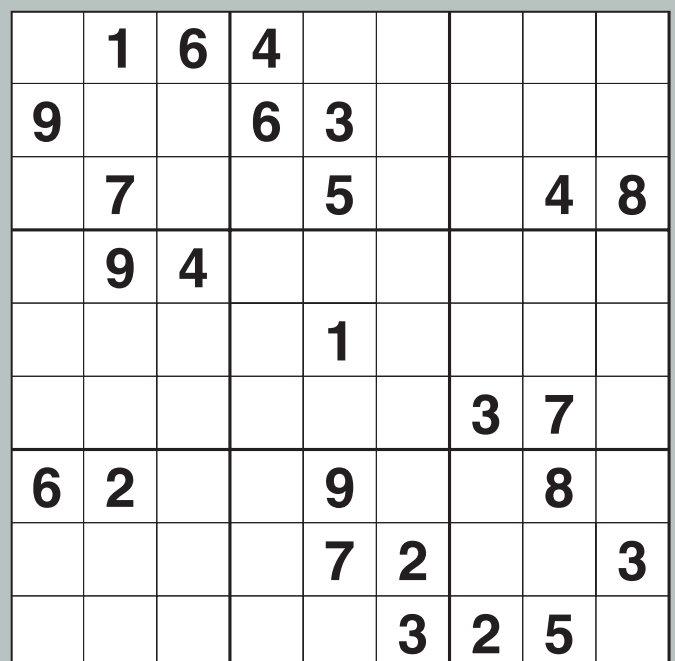
- 1 Chest of drawers (6)
4 ____ Barlow: actress (6)
9 Someone who provides food (7)
10 Word opposite in meaning to another (7)
11 ____ DeGeneres: US comedienne (5)
12 Spanish wine (5)
14 Act of going in (5)

- 15 Broom (5)
17 Breathing organs of fish (5)
18 Motor-driven revolving cylinder (7)
20 Lack of (7)
21 Travels too quickly (6)
22 Egyptian god (6)

DOWN

- 1 Wrangle (6)
2 Merciless (8)

- 3 Protective garment (5)
5 Study of the past (7)
6 Big cat (4)
7 Former female pupil (6)
8 Conventional (11)
13 Short joke (3-5)
14 Made bare (7)
15 Arm muscle (6)
16 Cinema guides (6)
17 Eg oxygen and nitrogen (5)
19 Sheet of paper in a book (4)



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The White & Co Mystery Mover

Last month we said that nobody had spotted Frank Grace in the competition but Jesse van Sas from FIDI came in with a late entry and won the prize. Well done Jesse. This month it was Arthur Drewry from Taylor International in Canada who correctly identified Terry Head from IAM in the days when he had hair. Congratulations Arthur, you are this month's winner. Does anyone recognise the chap on the right (without the beard) this time? If you do you could win the White and Company Red and Black watch. Answers please to editor@themover.co.uk.

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Did you know?

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

The Atlantic Ocean is saltier than the Pacific Ocean.

In Las Vegas, casinos don't have clocks.

Logizomechanophobia is the fear of computers.

Onorificabilitudinitatibus – meaning 'being able to receive honours' – is the longest English word that consists of alternating consonants and vowels.

Monopoly is the best-selling board game in the world.

The search engine Google got its name from the word 'googol', the mathematical term for the number one with a hundred zeros after it.



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7	9	4	3	8	5	1	2	6
2	3	5	7	1	6	8	9	4
8	6	1	2	4	9	3	7	5
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Tony Allen: And finally ...



You're having a laugh – maybe!

Are we losing our traditional chirpiness? You know the sort of thing: "Have you heard that there's a comet due to collide with the Earth in three days' time?" "Don't worry, it's not the end of the World!" "Well actually ..."

Although we tend to idealise the 'olden days' as a time when people appeared more content with their lot and had a better sense of their place in the world, I am not so sure that this is necessarily altogether accurate.

Age wise I am probably in a much better position to comment on these earlier times than many of you. For example: there is nothing to make you chirpy about sleeping in an unheated bedroom becoming damper and colder by the day as the winter progresses. And as for being able to roam the streets at the age of nine with impunity; well that certainly applied to me until I sustained a compound fracture of the tibia by falling off a metal railing!

Not long ago I was watching the finals of 'Young Musician of the Year' on the TV. When the result was finally announced, one of the judges remarked: "How encouraging it is to encounter such talent – especially in this increasingly mediocre world."

Interesting word 'mediocre' – a word that you take for granted – a mediocre word in itself! I looked it up in the dictionary: average or ordinary in quality, from the Latin 'mediocris' meaning 'moderate'. This certainly reinforced my understanding of the sentiment expressed.

But is it true? And, if so, is it a good or a bad thing?

Let's get one thing straight; in comparison with our forebears, the majority of us have a much improved lifestyle. Yes, there was a time when medieval knights and religious orders lived a very comfortable life. The aristocracy had their time as well and then industrialists stepped in and largely took their place and then the emergent middle classes slowly took over. But throughout this time, the average member of the populace had a pretty rough time of it, full of hard work, infant mortality, hunger, cold, war and pestilence. But throughout it all we did have our good ol' chirpiness.

Let's look at this another way. Perhaps chirpiness was the only thing people really had in those days. But in reality there was really nothing mediocre about their lives, because every day was a drama and maybe just getting through it was a blessing. Sounds morbid? Shouldn't do

really because the correspondingly beneficial things in life were recognised, acknowledged and consequently fully appreciated. Therefore there were many identifiable reasons to stay chirpy.

I should point out at this juncture that I have just composed a song in my mind about keeping your chin up and looking for a silver lining and *The White Cliffs of Dover* and *Knees up Mother Brown* but I digress ...

In today's world we really should have much to be thankful for. Our benefits are many and our comforts are legion. The middle classes of yesteryear would probably be perfectly content with what we often now call poverty. The problem is that we no longer seem to value the immense and rapid changes which occur in our lives on an almost daily basis. We expect them as our natural right. We are entertained, warmed, fed, healed and protected: but do we really acknowledge the true benefits of our progress anymore?

Of course, it is worth pointing out that there are still people throughout the world who do not have these benefits; although hopefully their lot will improve with the increasing dynamics of our world. There's nothing mediocre about their daily struggles, they simply haven't got the time; but have you noticed how happy they often appear in their appreciation of what we might call the simpler things of life?

Maybe modern society's increasing preoccupation with political correctness is acting as a dampener on our chirpiness, with a consequent increase in mediocrity. At times it seems to be no longer possible to diffuse difficult situations with humour. Do we really all have to think and voice the same things? Mediocrity is surely the inevitable conclusion.

It's perhaps worth repeating an anecdote relating to a situation which occurred towards the end of the Battle of Waterloo. The Earl of Uxbridge was riding next to The Duke of Wellington when one of the last cannon shots of the war removed the Earl's leg.

"By God sir," he exclaimed to the Iron Duke: "I seem to have lost my leg!"

"By God sir, so you have!" said the Duke with similar restraint "So you have!" The battle then continued.

They certainly knew all about being chirpy in those days!



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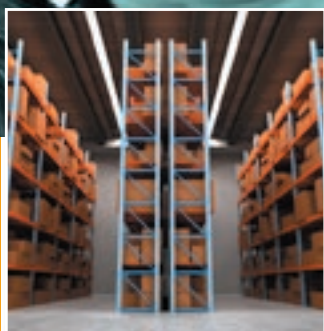


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