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LEADER

Wisdom without control

Steve Jordan, Editor



The moving industry is one that lends itself nicely to family businesses. Dad buys a van and works all hours and mum does the books on the kitchen table and brings up the kids. When little Johnny is old enough to have muscles he joins the firm, serves his time as a porter and, when the old man dies or becomes decrepit, takes over as the boss. Repeat. It's been like that for generations; but I wonder if the time has come to look differently at retirement.

In the past it was easy to convince yourself, as a business owner, that you were being useful if you could still carry a pack four up a flight of stairs. When that became tricky you could stay in the office and direct operations, sound in the knowledge that you always knew best. Of course, you can still do that if you like, but you could be doing more harm than good.

We have written many articles about technology. There's one in this issue about Blockchain that I urge you to read. People always tell me that the physical side of the business will never be replaced by a computer. True, I suspect, but that doesn't matter. It's the processes that lead up to the move that are key to success, not the moving itself.

I wrote last month about the abuse of social media and how I believe it will ultimately fail owing to greed, corruption and the impetuousness of youth. I read so much on social media that is unwise and seriously damaging to companies' brands, posted by their own people. Other technologies, perhaps Blockchain, might be open to similar abuses as they become mainstream. We need to somehow balance knowledge, ambition, creativity, and wisdom. They don't usually come in the same wrapping.

Because technology dominates so much of how we work, I believe that the point at which we all cease to be an asset and become a hindrance, is coming earlier. Technology moves too quickly to play catch up. I suspect, there are many people out there who should, if they really have the health of their businesses at heart, be stepping back and letting a newer generation, who might know less about moving but a lot more about the clever stuff, have a go. They might still need your wisdom, but not your interference and definitely not your control. Not an easy trick to pull off.

Steve Jordan



Burke Bros staff load the Compton Hospice van.

Burke Bros Moving Group donates 5,000 books to Wolverhampton charity

Wolverhampton-based Burke Bros Moving Group has donated over 5,000 books to local charity, Compton Hospice.

he company collected the unwanted books over several months from house clearances, moves and items that have been donated to the Group. The books are to be put to good use, being sold across Compton Hospice charity shops in the local area to help raise funds.

Compton Hospice is a Wolverhampton-based charity that has been supporting patients facing life-limiting illnesses, and their families, for over 30 years. Its purpose is to make a difference to people's lives when their illness is no longer curable.

Compton's network of charity shops sells a vast range of second-hand and new items to generate income to fund quality and dignified care for its patients and their families. After recent break-ins at the Compton Hospice shops, Burke Bros has increased its efforts to try and help the charity raise much needed funding.

Burke Bros Moving Group's Managing Director, Gary Burke, was made a non-executive director of Compton Hospice in 2015. He commented, "We were founded in the Black Country and we are proud to give back to charitable organisations in the area that do such meaningful work. Almost everyone in this area will know someone who has benefitted from Compton Hospice and it's nice to be able to do our bit to make sure their work continues."

"Almost everyone in this area will know someone who has benefitted from Compton Hospice and it's nice to be able to do our bit ..."

Garv Burke

Burke Bros Moving Group will be looking for other ways to raise funds for Compton Hospice and other charities in the Wolverhampton area throughout 2017.

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NEWS: UK

Bishop's Move's **Sammy** completes the HCVS London to Brighton Run

unday, 7 May, saw three generations of the Bishop's family take part in the 56th Historic Commercial Vehicle Society's (HCVS) London to Brighton Run. This year, the annual event saw a good turnout of vintage buses, fire engines from a bygone era and historic commercial vans in various shapes and sizes.

Bishop's Move's historic 1 tonne commercial Morris removals van was driven by Chairman & **Business Development Director** Neil Bishop and his recently retired father Roger Bishop, enthusiastically assisted by Neil's six-year-old son, Thomas. The historic pantechnicon removals van was built in 1928 and is now 89 years old. Affectionately known as Sammy, she made light work of her journey from Crystal Palace, London, to Brighton, and arrived in good time to take part in the public exhibition on Madeira Drive.





The number of financial institutions considering Brexit-related moves has risen from 18% to 25%.

25% of financial institutions to move some staff out of **UK owing to Brexit**

According to the EY Brexit Tracker, more than a quarter of the 222 UK financial services firms monitored have announced that they are moving some staff or part of their operations out of the UK, or that they are reviewing their domicile as a result of Brexit.

hilst firms voicing such intentions remain in the minority, the figures represent an increase from four months ago when 39 (18%) of companies monitored had publicly voiced their intention to make staff or operational changes.

21 of the 47 investment banks (45%) monitored say they are actively moving some staff or part of their operations out of the UK, or that they are reviewing their domicile as a result of Brexit. Ten of the 47 investment banks (21%) have changed their public stance on staffing and operations since the beginning of the year and are now stating that some roles or operations will be moved. Almost a third (15 of the 47) of investment banks have not made a public pronouncement on Brexit.

Ten out of the 37 companies tracked in the insurance sector (27%) and 12 out of 52 asset management firms monitored (23%) have publicly announced their intentions to move some of their operations. However, 75 of the 222 firms (34%) monitored by the Tracker haven't made any public pronouncement on Brexit.

"The number of financial institutions who are publicly committing to concrete action in response to Brexit has increased ..."

Omar Ali

Commenting on the Brexit Tracker findings, Omar Ali, UK Financial Services Leader, EY, said: "The number of financial institutions who are publicly committing to concrete action in response to Brexit has increased, but it's still a minority and is driven by the tight timetable rather than politics. The more complex the organisation, the longer it is going to take to create workable contingency options, and so investment banks in particular are putting their plans on record."

"Notably though, the majority of firms are maintaining their commitment to the UK, and still talking about moving only the resources necessary to maintain a smooth service for their clients. The variety of locations firms are selecting only confirms the fact that the UK's financial ecosystem is unique and very hard to replicate in other European jurisdictions."

A new home for Janey

Durrant Removals and Storage from Faygate in West Sussex recently moved Janey Treharne, daughter of the author of The Mover's And Finally ... column, Tony Allen, and her family, including Zak the dog of course.

The move was only a short hop from East Grinstead to Forest Row on the Sussex/Kent border but required a full pack, and storage, over three days in April.

"We weren't under pressure on the day from the new owners arriving as we hadn't sold the house we were moving from but it was a three-day move involving a packing day, a moving day and a third

day of moving some furniture in to storage," said Janey. "The packing was of very high quality and we had no breakages or damage to any of our possessions which was great. To make our storage day run more smoothly Jason [Hayes] kindly arranged to pick up our storage containers en-route which meant our goods were placed straight into the containers on site. Durrants used good quality packaging, everything felt expertly packed and we felt reassured that our contents were in good hands."

The Mover wishes Janey, her husband John, son Ollie and Zak much happiness in their new home.







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TECHNOLOGY: BLOCKCHAIN

BLOCKCHAIN: A REVOLUTION IN WAITING

Steve Jordan looks at Blockchain and predicts that it will be as revolutionary in the future as the Internet was 20 years ago.

o you remember the first time you heard the word 'Internet'? I do. I was driving over a bridge close to my home and heard it on the radio. I was intrigued and a little intimidated that I had not previously heard about something that the speaker thought was so important. I remember that moment every time I drive over the bridge and reflect on how that thing, that played no part in the first 50 years of my life, would become so fundamental thereafter. I never expected it would happen again, but it did. Only a few months ago, again while listening to the radio, I heard the word 'Blockchain'. 'Here we go again,' thought I, 'hold on for a rocky ride'.

Maybe for some this will be the first time you have heard about Blockchain. If so, you will always remember this article in the same way I always remember my bridge. Blockchain is likely to revolutionise your life. I am no expert, but let me try to explain.

Trust is fundamental to the way we all live our lives. I trust you because I know you. You trust your bank because they haven't lost your money yet. We all trust Uber and Airbnb because our 'friends' on social media tell us they are OK. But what if trust didn't matter anymore? What if we never needed to 'sign here', 'enter our password', type in our 'PIN' number, or provide a 'picture ID'?

Many of you will have heard of Bitcoin. Blockchain is the technology behind Bitcoin that makes it work, makes it secure and so maintains its value alongside other currencies.

Blockchains are databases that are open and permanent, held on a neutral space where companies can prove exactly where their products and components are on the supply chain at any given time, and consumers can trace the source of their purchases. They are also 'trustless', meaning that you don't have to rely on anybody; the system automatically provides all the verification you need. Blockchains are:

Autonomous. They run on their own, without any person or company in charge.

Permanent. Their contents are on thousands of computers at the same time. If the information were lost in all but one of the computers, the records would remain accessible and the network could rebuild itself.

Secure. The encryption used on Blockchains is industry standard, open source, and has never been broken. Their ledgers are what is known as 'cryptographically auditable', which means you can be mathematically certain that their entries have not been forged.

Open. They allow anyone to develop products and services on them, and allow anyone to audit the code.

Everyone knows that the Internet is not secure, it wasn't designed to be. But now, with Blockchains, it doesn't need to be. For example, the government of Estonia is working on a system to allow people to register marriages and deaths on a Blockchain. If a couple get married on the Blockchain it instantly provides a worldwide, legally-binding proof of the existence and integrity of their contractual agreement.

So how might Blockchain affect the moving industry? That is a bit like someone in 1999 asking about the likely effect of the Internet. Nobody can possibly imagine. But there are already some developments that might prove interesting.

In a recent article, Jody Cleworth, CEO of Marine Transport International said that Blockchain promises to revolutionise the IT systems of shipping lines "... by



Everyone knows that the Internet is not secure, it wasn't designed to be. But now, with Blockchains, it doesn't need to be.

TECHNOLOGY: BLOCKCHAIN



connecting the supply chain in a way the industry has never seen before, eliminating costly time-consuming processes and creating trust and partnership in an industry where such principles can, at times, be misunderstood by providing the 'single version of the truth' to all parties involved."

Mr Cleworth goes on to say that, according to a study by Maersk, around 30 people are involved in moving a single shipping container creating more than 200 separate interactions, each requiring different documents. This is typically done by humans interacting with multiple parties, whether that's with legacy computer systems, e-mail, phone calls or sometimes even faxes. Each of those interactions represents a potential point of failure, vulnerable to illicit manipulation or simply human error.

The introduction of Blockchain in the marine shipping environment eliminates much of the problem in today's cargo logistics process. Mr Cleworth says that his company estimates that Blockchain could save \$300 per container in terms of labour and documentation, amounting to over \$5 million for a single full load of one of today's monster container ships. There are already trials of the technology in Antwerp, Rotterdam and a freight tracking trial by Maersk. "Our own system has now processed 27,000 containers in the UK," said Mr Cleworth. "The system increases supply chain visibility and health and safety within the supply chain." Of course, the disruption caused by such

Of course, the disruption caused by such a new and game-changing technology is likely to mean that its introduction won't be plain sailing. Blockchain can totally revolutionise the process of one-to-one

selling and eliminate the need for the building of business relationships in the traditional sense. It can create huge benefits for industry and society, and there are no regulations (as yet) to control its use. But perhaps the biggest hurdle in its development will be the natural caution most people have about sharing information online. Ironically, the very system that is designed to eliminate the need for trust cannot thrive unless it is trusted by those who use it. While it is new, unproven and alien, that trust will be an elusive commodity. When it becomes mainstream however, just as the technologies of today have become, all the old rules will be forgotten and the world we have come to know will turn once again.

I predict that you will remember the day when you first heard about Blockchain.

NEWS: UK



House prices are still rising annually by 4.1%, despite a slight fall in recent months.

UK house prices falling

ccording to online estate agency eMoove, the latest figures from the Land Registry show that completion of UK property sales has slowed with prices falling by -0.06 %month on month, a welcome sign for UK buyers struggling to get a

foot on the property ladder.

However, a slow in the market is no reason to panic for UK homeowners, with prices still climbing 4.1% on an annual basis and the market remaining in very good health despite a year of Brexangst and market uncertainty.

Commenting on the figure, eMoove's founder and CEO Russell Quirk said, "The latest figures from the Land Registry seem to reflect the cooling in the market reported by other industry sources such as Nationwide and Halifax and it is only natural that a fall in mortgage approvals translates to a drop in completions."

Russell continued, "While a market slowdown may send an air of panic across the UK property sector, the reality is that this stall in the pace of price growth is more of a natural adjustment after the very high rate of inflation witnessed over the last few years. Despite the current unpredictability of the UK property market, homeowners are still seeing a return on their investment on an annual basis and it's far better for the market to adjust slowly, rather than come crashing down to earth as it did a decade ago."

While a fall in property prices can be good for the moving industry by encouraging people to buy, it does not unfortunately encourage people to sell.

Pickfords in new charity partnership with Cancer Research UK

Pickfords has announced a change in its CSR policy and will now be supporting Cancer Research UK, the world's largest independent cancer research charity, as its main beneficiary.

undraising activities will include collecting unwanted household items for resale in Cancer Research shops and donation points in all Pickfords' offices.

The new partnership means Pickfords employees will have access to a range of health information to keep them better informed about cancer prevention, diagnosis and treatment. Understanding changes in lifestyle choices and the adoption of healthy habits such as packing a healthy continental style breakfast, will help to reduce the risk of developing cancer. Regular newsletters and other media will help staff to spot cancer early.

Pickfords' Managing Director, Russell Start said, "We felt the time was right to work with a charity with new objectives. It is likely that all of us have been touched by cancer at some point in our lives, so I hope we will all benefit from improved awareness and will get behind our fundraising activities to support the search for a cure."



 Left to right: Pickfords' Managing Director Russell Start; Chloe Lambert, Regional Manager CR UK; Katie Beck, Local Fundraising Manager, CR UK and Dave Smart, Driver, Pickfords.

Travel through time with Pickfords

In May, Pickfords introduced a new, interactive section to its website. The digital timeline chronicles the history of the brand, from its earliest days as a carrier in the 1600s to the present day.

he history section was a year in the making and followed research from the Pickfords' archive of historical documents, existing transport books, and conversations with current and previous Pickfords' employees, some of whom spent 50 years with the company. The marketing team even tracked down the original designer of Pickfords Travel leaflets to feature in the 1980s section.

Marketing Director Lyndsey Wallbank said, "Previous accounts of Pickfords' history focussed heavily on transport methods. We wanted to create a timeline that also featured the moments in history which impacted the company and the people who have influenced the direction of the brand through the centuries."

The digital history experience features a timeline with richly designed imagery, together with easy to read snippets of information. The journey through time includes



www.pickfords.co.uk/pickfords-history.

Pickfords' invention of the Fly wagon in the 17th century, a brush with Jack the Ripper and the year Pickfords specialised in elephant removals for Billy Butlin!

Managing Director Russell Start said, "We are delighted with the

project and hope this new section of the website brings the Pickfords' story to life for customers, employees and transport enthusiasts alike."

www.pickfords.co.uk/ pickfords-history





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Clarks of Amersham: success from a standing start

Deputy Editor David Jordan takes a trip down the leafy lanes of Buckinghamshire to visit Clarks of Amersham; a family business that from humble beginnings has grown to become one of the county's leading removal companies.



mersham is an affluent, historic Buckinghamshire town about 27 miles north west of London, surrounded by the rolling Chiltern Hills. With a direct link to London's Marylebone station and the journey taking only 40 minutes, it's no surprise that property here is at a premium with the average three-bed semi selling for over £500,000. It was here that the man I had come to meet, Michael Clark, started his fledgling removals business back in 1993 and I was keen to hear his story.

I met Michael at the company's head office in Chesham, they moved here from Amersham, two miles away, around twenty years ago when they needed more space. By then the Clarks of Amersham brand

was well established so it was decided to retain the Amersham name.

Michael has been in the moving business all his working life. "My first job after leaving school was with a local removals company called H Hearn & Son here in Chesham," said Michael. "I started there as a porter and gradually progressed to HGV driver and later on to estimating. Then in 1988 the property crash happened and everything took a turn for the worse. Hearn's diversified into parcel deliveries and I found myself doing estimates for removals, going out on the vans, and knocking on doors trying to sell the parcel delivery service in between. I hated it. I used to go home in the evenings and moan to my wife Lorraine about the job and

"In those days we had no office or warehouse, and while I was out with the van Lorraine would be at home answering the phone with the baby on her knee and sorting out the paperwork ..." Michael Clark

PROFILE: CLARKS OF AMERSHAM





Left: Amersham Auction Rooms is still a big customer for Clarks: below: the staff emble on Red Nose Day.



"I knew she was right, but I needed to find work fast. I called in to see Dick Ellis who I'd known for years, at Amersham Auction Rooms, and told him I was in the removals business and looking for work." said Michael. "To my amazement he called me the very next day and said he needed some furniture collecting from a care home in Gerrards Cross. I hired a van and with the help of my brother-in-law Phil we did the job. What with the hire charge, fuel and paying Phil for his trouble I made a loss of £36 on the deal. I clearly had a lot to learn."

Michael's £36 proved to be a sound investment, 24 years on Amersham Auction Rooms are still a major client and Clarks' association with them often brings house moving work from people selling unwanted furniture before moving home.

The Clarks managed to scrape together enough money to buy a second-hand Leyland Sherpa van and by handdelivering cards to houses for sale, a Yellow Pages ad and word of mouth, the business was soon providing them with a modest living.

"In those days we had no office or warehouse, and while I was out with the van Lorraine would be at home answering the phone with the baby on her knee and sorting out the paperwork," said Michael.

Fast forward to 2017 and Clarks has grown to a workforce of 50 people (including Michael), a fleet of 19 vehicles and is a BAR member of 20 years standing.

Lorraine still works in the business and as Michael says, "is the voice of reason, she calms me down if things go wrong and gives me a kick up the backside when I need it! It was her influence that gave

me the drive to start the whole thing in the first place."

Their youngest daughter Jessica joined the company in 2015 and performs a variety of roles, including following up estimates and visiting customers. Several other members of Clarks' staff are related too and people tend to stay with the company for a number of years: there is very little staff turnover.

As well as house removals and work from the Auction Room, the company delivers kitchens throughout the South East for a top German manufacturer and has recently landed a contract to deliver orthopaedic beds and chairs for a specialist retailer. Storage is also a major part of the business with 22,000ft2 of archive storage on the Chesham site and a further 15,000ft² of container storage at the company's other local warehouse.

In 2013 Clarks won the Mayor of Amersham's Business Award for services to the community in recognition of the activities the company has supported to raise funds for local events and good causes. More recently Clarks ran a 'design our mug' competition for local school children with a cash prize being awarded to the winning school and the budding designer.

Like most people in the removals business Michael is concerned about the ever-increasing regulation of the transport industry, especially the Euro 6 requirement for London coming in next year and of course the uncertainty of Brexit. However, given the challenges he and Lorraine have overcome during the past 24 years, I am sure the future of the business is set fair and will continue to prosper.

how I was certain I could run a removals company better."

In 1992 Michael's opportunity arrived. He'd been offered a job by another moving company in the town, Baxters, but after burning his bridges with Hearn & Son it all fell through. "Fred Baxter offered me an alternative position in Germany but for me at the age of 27, with a new baby and a new mortgage, that just wasn't an option. To say the least I was in a bit of a spot, then Lorraine gave me the kick I needed to get myself out of trouble," explained Michael. He remembers her words well. "You've been saying for years you could run your own removals business, so why don't you put your money where your mouth is and prove it!"

NEWS: UK



Maude with Mitch Bowen and Dave Potter.

Maude wins in Brighton

Abels' 1941 Bedford, affectionately known as 'Maude', has recently completed the London to Brighton commercial vehicle rally, winning first in class and second overall.

he company has become well known in the UK for its love of old vehicles. Abels already owns an 1896 horse-drawn vehicle and acquired Maude in 2013 as an addition to its heritage fleet.

A great deal of time and effort has been taken to recreate the livery of their horse-drawn vehicle, including the company cornflower blue colours

and signwriting completed by hand painting not transfers or decals. With the exception of some body panels and the hinged bonnet the whole vehicle is original.

Mitchell Bowen, Senior Storeman and Abels' 2016 employee of the year now devotes all his free time cleaning and polishing Maude so she sparkles. Her six cylinder, 27.34hp petrol engine gives her a

top speed of 35mph making her something of a star at weekend shows and rallies organised for the vehicle enthusiasts. The Abels offices are adorned with cups and medals she has won in the past two years.

The London-Brighton rally is organised by the Historical Commercial Vehicle Society (HCVS) and includes around 200 elderly vehicles driving the 50-mile route. There are 15 classes of vehicles encompassing various grades of lorries, vans, buses, coaches, fire engines, taxis, tractor units, steam wagons and farm tractors. The famous manufacturers are all represented. It is not a race but a procession of history.

Maude was 6th to arrive at the destination and then awaited the judges' inspection. Maude was voted 'best in class for large vans and lorries built between 1940 -49'. Even better news was the presentation of the Concours d'Elegence 2nd place out of all the finishers and categories. Mitchell Bowen, Operations Manager Dave Potter, team captain Neil Pertoldi and Senior International Co-ordinator Javne Eastick all travelled with Maude.

Abels vintage fleet also includes a 1963 ERF and trailer from 1950. For more information e-mail: historical @abels.co.uk.

Pictured are the Abels team/ drivers: Dave Potter, Operations Manager; and Mitchell Bowen, Senior Storeman and Maude's hands-on carer.

Mitch was also employee of the year 2016 and, alongside his partner, Jayne, who works in the company's international department, won a number of trophies with Maude last year.

Crown Records Management wins industry

rown Records Management has won the Supplier of the Year award at the IRMS (Information and Records Management Society) Awards 2017, which recognises excellence in the field of information management. The award was created to honour suppliers who deliver exceptional service to their customers.

Dominic Johnstone, Head of Information Management Services at Crown Records Management said, "We are delighted to win the IRMS award. This is a real testament to the work we do and the strategic direction we are taking this company. The next 12 months will see seismic shifts for information - such as the forthcoming EU General Data Protection Regulation - and we will continue working closely with businesses to make sure they have robust strategies in place regarding data storage."

The IRMS Awards are run by the IRMS, the foremost professional association for those who work in records or information management in the UK.





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Left to right: Andy Elson, Maggie Philbin, Paul Evans and Mark Rising, Group Sales and Marketing Director AGM Group.

Gerson Relocation voted 'Best International Removal Provider'

Gerson Relocation has been voted 'Best International Removal Provider' at the Relocate Awards 2017.

elebrating its 10th anniversary, the Relocate Awards ceremony was held at London's Science Museum on Thursday, 11 May.

The Best International Removals Provider category was open to international removals companies that specialise in moving household goods internationally and which demonstrated that they provide an excellent and effective removals service to corporate clients and their assignees.

The evening's host, Maggie Philbin, said, "The award was introduced by Relocate for the first time last year and has been enthusiastically

supported. Managing international removals becomes ever more complex in response to global growth, but these professionals rise to the challenge of new locations, compliance and regulations to support their corporate clients and relocatees every day."

Jesse van Sas, of FIDI Global

"This award truly reinforces the quality of our staff and the services we provide." Paul Evans

Alliance, presented the award to Andy Elson, Director of Sales at Gerson Relocation.

The judges described Gerson Relocation's winning entry as, "An example of a firm that puts people before process - and its commitment to a people-centred approach shines through in this entry. Using work rotation and mentoring programmes to train and develop its staff, promoting employee diversity, and employing foreign language speaking professionals to aid client communication are just some of the many examples of the efforts made by this firm to improve service provision and provide a highly responsive approach to client needs. Integration between companies in the Group is demonstrated to provide a seamless and consistent level of service delivery. A clear winner!"

AGM Group Chairman Paul Evans commented, "We are delighted that the hard work put in by all the Gerson staff has been recognised. We aim to provide exceptional quality moving services consistently to our clients and their families moving overseas. This award truly reinforces the quality of our staff and the services we provide."

Also shortlisted in this category were: Bishop's Move Group, Bournes Relocation Solutions, Packimpex, Fox International and Pickfords.

Squab Group implements barcoding system

quab Group has implemented a fullyintegrated barcoding system for storage which is already delivering increased efficiencies within the business. The barcoding system, created by software specialist MoveMan, means boxes can be tracked electronically at every stage of their journey.

Squab has tailored the system to suit the workings of the business, partnering with Global Auto ID for two months of rigorous testing to ensure the system was ready for use.

The cases arrive into store barcoded. There is also a barcode applied to the accompanying work order. When a new box is scanned, it automatically logs the number into the 'MoveMan Warehouse' system and the person

who has created the work order receives a notification. The box is then scanned into its location, using a bespoke long-range scanner to easily reach the barcodes which are located on the warehouse roof, and from thereon during any future transit. All vehicles have location barcodes meaning that boxes can be accounted for at any time. When a box is emptied, the system is updated and the box can then be reassigned.

Ray Marshall, Operations Manager said, "Since launching we have successfully moved over 1,000 boxes from our old store to a new, purpose-built facility. It has significantly improved our processes and the speed at which we can work. Having the location barcodes

positioned on the roof alone makes us more efficient as it means we don't have to repeatedly paint the floor markings due to wear and tear from the fork lifts. We are really proud to be the second company in the UK to implement the system, not to mention the first in England."





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NEWS: INTERNATIONAL



Marc Smet and Nick Kerr.

Gosselin Mobility and DT Moving join forces

In an agreement finalised in May between Gosselin CEO Marc Smet and DT Moving Managing Director, Nick Kerr, Gosselin has acquired and merged DT Moving with its Gosselin Mobility operating companies.

he deal brings together DT's UK and France businesses under the Gosselin umbrella, creating an enlarged European moving network of 51 offices in 34 countries throughout Western and Eastern Europe, Russia, the Caucasus and Central Asia. The deal with Nick Kerr includes a stake in the enlarged Gosselin Mobility group. Nick will continue to be based in London as MD and will join Gosselin Group's Antwerp management team.

The two companies have worked

closely for many years. Both are independent, owner-managed businesses with a similar 'can do' ethos and desire to deliver high quality, high integrity client mobility solutions. Both were looking for opportunities to grow and respond to the fast-changing market in Europe. These synergies made the merger attractive for both sides. Looking forward, the Group's first objective will be to strengthen existing client and partner relationships and expand its service offering across an

enlarged operational footprint throughout Europe.

"This is a unique opportunity for both companies," said Marc Smet. Founded in 1870 as Davies Turner, DT Moving is a highly-respected supplier of corporate international moving services. The merger gives the company access to a huge market from which it can strengthen and capitalise on growing business across Europe.

"We are grateful to incorporate DT's huge expertise in these markets," Marc added. "Our continuing expansion is confined to the European continent, based on sound commercial logic - DT fits this strategy perfectly. We want to be the pan-European mobility organisation of choice for our corporate clients, business partners and global RMCs," added Marc.

Nick Kerr commented: "For DT Moving this is a fantastic opportunity to respond to ever more demanding business opportunities and serve our clients with our special brand of quality and attention to detail across the whole of Europe. As a continuing shareholder of this pan-European group, the future for the business and my team who deliver total commitment and drive is assured and very exciting. I look forward to focussing on integration and expansion of the combined DT Moving and Gosselin Mobility network."

Michael Cazalet, President of Gosselin Mobility concluded: "We are very excited to join forces with DT Moving and Nick Kerr, whose reputation and expertise in the moving industry is renowned. It reinforces Gosselin's commitment to investment in the moving business and ambition to grow a pan-European network."

2017 EUROPEAN SELF STORE CONFERENCE & TRADE SHOW **16-18 OCTOBER**

he conference will take place at the Maritim proArte Hotel in Berlin on 16-18 October. This is the largest self store event outside the USA and is a must for anyone involved in the self store industry.

Over the three days delegates will have the opportunity to attend presentations by leading industry experts covering a wide range of subjects including the latest technical innovations, marketing, and the likely effects of recent changes in European politics on the industry. There will also be an opportunity to visit some of Berlin's self store sites and learn how they overcame some of the more interesting planning requirements.

The climax of the event will be the Awards Dinner where the year's achievements will be celebrated during an evening of good food, wine and entertainment.

The conference is open to all. with preferential rates for FEDESSA and SSA members. For further details visit www.ssauk.com.



Maritim proArt Hotel, Berlin.

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Worldwide Movers Alliance



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Le Touquet treaty vital to protect cross-Channel trade

The Freight Transport Association (FTA) has urged the UK Prime Minister to convince French President, Emmanuel Macron, of the mutual benefits of preserving the Le Touquet Treaty.

he treaty is instrumental in preventing unnecessary congestion occurring at Britain's ports, and ensuring the continued movement of goods between the UK and continental Europe with as little delay as possible.

The warning comes after the new French President indicated that he may consider scrapping the treaty, made in 2003, which would see immigration controls moved from the French coast to the UK.

"The repatriation of border controls to the UK from France would have disastrous effects on the UK's logistics industry, as well as on general traffic through the Channel ports," said Pauline Bastidon, FTA's Head of European Policy. "The Port of Dover has insufficient space to accommodate additional immigration checks-implementing such a change on UK soil would severely disrupt the cross-Channel flow of goods."

She continued, "There is also the risk of giving the impression to people-smugglers that the French border is now 'open', which could lead to a return of large numbers of migrants heading to the UK. This would increase the safety risks for drivers, who would once again see their vehicles targeted as they approached the Channel ports. Currently, checks are undertaken before trucks leave the Continent, removing stowaways before the vehicles board ferries or enter the Channel Tunnel. Removing this possibility would also place operators in a difficult situation and make them even more liable for the heavy penalties imposed by UK Border Force when stowaways are found on board vehicles. We urge both governments to maintain the status quo to protect cross-Channel trade, which is of vital importance to both the UK and France."



FIDI switches 2018 conference venue to Puerto Rico

IDI has announced that its 2018 conference will take place in Puerto Rico, not Rio de Janeiro as previously announced. The conference will be from Sunday 8 to Wednesday 11 April, 2018. FIDI said that it had made the change following concerns raised over security as the ongoing violence and political unrest in Rio de Janeiro showed no sign of resolution. The FIDI Board had carefully monitored the situation and come to its decision supported by an independent risk assessment report and first-hand testimonies from local affiliates.







EUROMOVERS WEARS THE TARTAN

The EUROMOVERS International annual conference took place in Edinburgh between 25–28 May in the midst of an uncharacteristically Scottish heat wave that saw the city sweltering at 28°C (almost unheard of in Scotland in May) — until the rain fell, that is.



round 85 delegates from as far afield at New Zealand, Brazil, Singapore and Thailand, as well as most countries in Europe, came together for what must be one of the most friendly conferences in the moving calendar. Ian Studd, the Director General of the British Association of Removers (BAR), was the keynote speaker and guest of honour.

Steve Jordan, Editor of The Mover, performed the role of master of ceremonies and facilitator. Anne-Sophie Frasseto, who has organised the EUROMOVERS conferences for many years, liaised with the venue to provide the link between the business sessions and the social programme to keep everything running smoothly for the members.







 Left: Frank Lierz works with delegates to help them focus on key objectives; top right: delegates enjoying a business

The venue was the Macdonald Holyrood Hotel, close to the centre of the city, next door to the much-maligned Scottish parliament building and just around the corner from Edinburgh's famous Royal Mile. The venue worked well for a group of that size, the food and service were excellent.

Business first

The business programme was over two days and included the essential Annual General Meeting, the Board of Directors' report from the EUROMOVERS President, Denis Zonneveld from Dijkshoorn Euromovers; followed by the general manager's report from Thomas Juchum. The organisation agreed to change its structure to become a co-operative which, Denis explained, will make it much easier to accept new shareholders as it continues to grow. Two years ago, EUROMOVERS set itself a target to increase its membership by 20 companies in three years: to date there has been a net increase of nine companies, however a number of other organisations have expressed an interest in joining.

In his report, Thomas said that the total number for consignments performed by members has exceeded 50,000 in 2016, almost double that of the previous two years. Of these, 15% had been exchanged between members. 94% of customers had reported the service to be 'excellent' or 'good' in 2016, a statistic that had remained extraordinarily constant over an extended period. ISS Worldwide Movers in the UAE was the single biggest contributor.

Digital moving, insurance and software

The presentations then moved away from 'in-house' business to other industry services. Perhaps most controversial was a presentation by Jarek Brostowicz and Travis Pierce from Move24, a digital removal platform that started in August 2015 and claims to have already facilitated 28,000 moves in Germany, France, Sweden and the UK. Andreas Pfeifer, from HVD-Hamburg insurance brokers took to the stage to present his ideas for 'bridging the gap' between differing insurance liabilities when consignments are handled by different companies at origin and destination. Keld Gissemann from European Removal & Storage in Copenhagen, presented new survey and move management software that he and a business partner had developed, primarily for EUROMOVERS members but also to be available on the open market that, he claims brings together key elements of the process into a single package in a way that has not been done before.





Workshops

Business returned to EUROMOVERS on the first afternoon of the conference with a workshop session organised by Move Consultant Frank Lierz. Frank had done a similar workshop at the 2015 conference in Barcelona and had been invited back to continue the process of helping the organisation and its members focus on its key objectives.

Frank has an enthusiastic style and engaging personality that helps him to hold the attention of the audience and concentrate, over an extended period, on specific tasks. The following day, Steve Jordan presented a summary of the ideas that had emerged from the workshop for consideration by the Board.

Welcoming newcomers

EUROMOVERS always welcomes its first-time attendees by giving them the opportunity of addressing the group from the stage. In Edinburgh there were seven such companies, all grateful for the exposure. Guillaume Rochman from Sofrapack, once again presented his unique range of bespoke cardboard packing cases that are designed to replace wood. He explained that not only were they less expensive, lighter and more convenient that wood, they were also not subject to the ISPM15 standard for wooden packing and, therefore, were not liable for fumigation.

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Marketing

Marketing came under the spotlight with a dynamic presentation from Francesco Argiro from Bliss Moving and Logistics in Rome. Francesco explained some of the theory behind branding and the difference between people buying a brand rather than a commodity. He illustrated why brand positioning is important and left the group with a single thought: "If you don't make plans for your brand and your future, someone else will do it for you."





British Association of Removers

Ian Studd looked at some of the post-Brexit challenges for the UK moving industry including: the uncertainty in the inland domestic moving market; a temporary stagnation in the commercial moving market; and the potential for financial and other institutions to relocate their HOs out of the UK. But he said how you view Brexit depends on whether you feel the glass is half full or half empty. What was important to remember, however, was that the glass could always be refilled.

Ian also touched on the overseas and commercial moving sectors in the UK. He said that container movements were 10% down in 2016 and that the new ToR regulations mean that it is no longer possible for the UK to be used as the main European hub and entry point for importation of household goods. He said that he estimates that around 15,000 -

20,000 TEUs will be rerouted as a result of this change. Commercial movers saw a record £5bn transacted in the London office market during the first quarter of 2017 however, longer term, the outlook is less encouraging with Brexit uncertainty, and the likelihood of strategies taking months or years to evolve, having a negative effect.

Ian explained more about BAR and the UK industry. He had with him a wealth of statistics that were impressive. He said that BAR members have 579 locations in the UK and a 14.37% share of the UK market. Members employ nearly 11,000 people; run 4,462 vehicles; and completed 533,584 moves during 2016 generating income of over £900million and a tax revenue to the UK exchequer of £218 million. "Add this to the financial influence of the wider supply chain and it is mind boggling," he said.

Further afield

EUROMOVERS usually includes a nonindustry speaker in the programme to add colour and general interest. This year that honour fell to Professor David Argyle, the Dean of the Royal (Dick) School of Veterinary Studies in Edinburgh, named after its founder. William Dick. David admitted that movers were not his usual audience, however he was able to make his talk both interesting and informative for the group. The university is one of the world's leading research establishments and includes the Roslin Institute that became famous in the 1990s for the cloning of the world's first mammal, 'Dolly' the sheep. It may have appeared to be a subject unconnected to the dayto-day life of most of the audience, however David explained that all the food we eat has, probably, at some stage, been the subject of the institute's work.

The social side

It was a packed business programme, but EUROMOVERS knows how to enjoy itself as well. For two nights the group had dinner in the hotel, but on the final evening the whole group set off on a rain-splattered city walk (that's when the weather finally broke) followed by dinner at the Royal Over-Seas League on Edinburgh's Princes Street. The menu included: Cullen Skink; haggis, neeps and tatties; and Scottish Salmon. Entertainment came from the Clanadonia Pipe and Drums who delivered a testosterone-packed wall of highland music that had everyone joining in and enjoying the quintessentially Scottish evening.





Arthur's sunrise

Steve Jordan bullied and intimidated a small group of game movers to climb Arthur's Seat, 250 metres above Edinburgh, to watch the sun rise at 4:42am on the first morning of the EUROMOVERS conference. It meant less time in the bar and a 3:30am start from the hotel in the Scottish half-light to climb the rough track to the summit; hard work, but a memory to last a lifetime.

Giving people a fresh start

EUROMOVERS organised a charity lottery at the Edinburgh conference in aid of 'FreshStart', a local charity that helps former homeless people get settled into new accommodation. Donations from members and from EUROMOVERS itself enabled a cheque for €2,250 to be handed over to the charity. The lottery winner, Mirjam Oggel from Gebr. Van den Eijnden in The Netherlands, won a free delegate pass to next year's conference in Prague.



Thomas Juchum with Mirjam Oggel from Gebr. Van den Eijnden in The Netherlands.

















NEWS: INTERNATIONAL

IAM Compensates Members almost US\$200,000

Following the final claims review for the 2016 fiscal year, IAM is paying out US\$192,500 to settle qualified Unpaid Invoice Compensation claims submitted through the Receivable Protection Program (RPP).

npaid Invoice Compensation is the primary benefit of the RPP, through which IAM compensates IAM Governing and Core Members whose invoices were not paid by other members who went out of business. RPP Unpaid Invoice Compensation protects your company from financial loss when conducting work on behalf of another IAM member.

In addition to the Unpaid Invoice Compensation paid out for the 2015 fiscal year, the RPP has now reimbursed IAM members US\$274.111.63 since it became an inclusive member benefit for all IAM Governing and Core Members on January 1, 2015.

The 236% increase in Unpaid Invoice Compensation payouts from 2015 to 2016 can be

attributed to the high number of companies who went out of business in 2016. As compared to the three IAM Members who went out of business and triggered the payment of RPP claims in 2015, eight IAM Members went out of

business in 2016: Global Relocations LLC - UAE; Fox Logistics SRL - Italy; iMoveGreen LLC - USA; Diamond Worldwide Relocations - USA; Evergreen Forwarding, Inc - USA; Neostar International Moving - Canada; PTY Packers - Panama; American World Forwarders - USA

If your company is an IAM Member and owed money by another IAM member and the invoice is less than 120 days old, contact IAM at rpp@iamovers.org to begin the claims process. If your company is not an IAM Member and would like to obtain the coverage of the RPP, please contact membership@iamovers.org.

Beyond compensating for unpaid invoices, IAM may also intervene on unpaid invoices owed from one member to another through the RPP. If the delinquent

> company does not resolve the unpaid invoices after a series of interventions by IAM staff, the delinquent company's name is added to the IAM Alleged Debtor List, which is circulated to every IAM Member on a monthly basis.



ALL CARGO FOR

luyemisi Morakinyo from IAL Nigeria Ltd has advised of changes in import guidelines, procedures and documentation requirements for goods entering Nigeria. The import guidelines have recently been released by the Federal Ministry of Finance.

A key requirement that will directly affect shippers is for all inbound containerised cargo to be palletized. The requirement specifically states that shipping lines and carriers that fail to do so will be asked to take the cargo back on board.

Oluvemisi said that the practicality of this regulation is currently being debated. However, the current advice from IAL is to comply with the requirement for all shipments arriving in the immediate future.





Staff at Santa Fe's newly-opened Manila Service Centre.

Santa Fe opens new service centre in Manila

Santa Fe Relocation Services has announced the formal opening of its Manila Service Centre.

he new resource centre will be supporting Santa Fe offices across Asia, Australia, Europe and North America, with highly efficient, high quality accounting, operational and IT processes. The Service Centre now has 50 Santa

Fe employees and is expected to scale up to more than 100 employees by the end of 2017.

"I am very pleased to announce the opening of our new Manila Service Centre," commented Martin Thaysen, CEO of the Santa Fe Group. "We now have a great team in place in Manila that will help us to further enhance our service levels to our clients, strengthen our global processes and make us more efficient. Consistency and compliance of service delivery, processes and data management is essential for any global corporation today, and the Manila Service Centre is an important part of our continued investment in processes and technology to ensure we remain best in class."

The Service Centre will be led by Ghia Dolores Bullo-Villamin, Head of Manila Service Centre, who joins Santa Fe with more than 17 years of experience leading service centres for global corporations, such as Maersk, Accenture and Shell. "I am excited to have joined Santa Fe at this stage of our journey towards our 2020 Strategy. The expectations of the Service Centre are set at the highest standards, and we are in the process of building a world class service centre, supporting our colleagues across our almost 100 offices around the world."

Crown acquires Allied's record management business in Malaysia

rown Worldwide Group Sdn Bhd, a subsidiary of Crown Worldwide Holdings Ltd, announced in May that it had acquired the records management business from Allied Pickfords.

The acquisition of Allied's records management business in Malaysia will add an additional 280,000 Standard Carton Equivalent (SCE) to Crown's portfolio of two million SCEs, and 380 corporate customers.

"This purchase fits perfectly into our strategy for continued expansion of our client base and property development in Malaysia," said Leon Hulme, Managing Director Crown Worldwide Group Malaysia. "We were able to act quickly on the opportunity and with Allied's support, we reached an agreement promptly."

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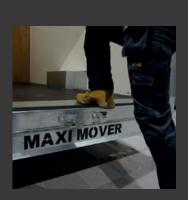
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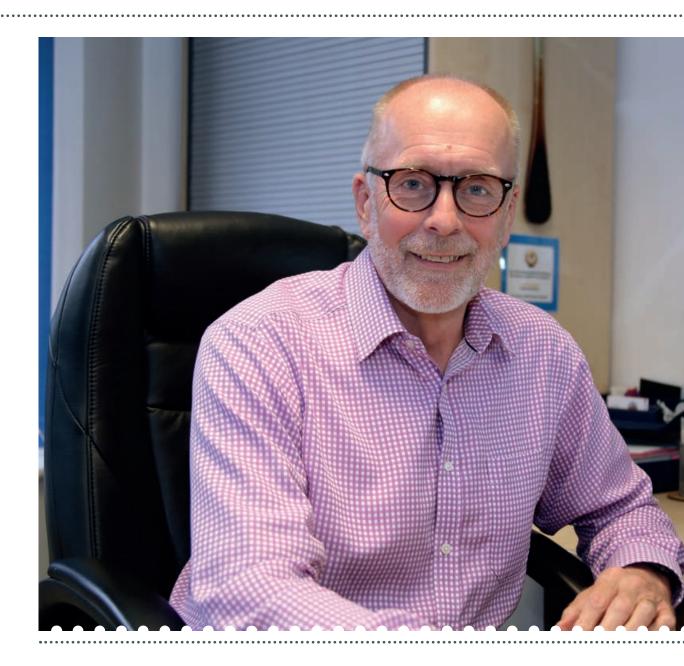






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Introducing the new

Steve Jordan talks to Ian Studd, Director General of BAR, two years into his appointment, to find out how he's getting on building a new BAR to meet today's unique and rapidly changing challenges.

t's been two years since Ian Studd took over as the director general of the British Association of Removers (BAR). In that time he's taken significant strides to shake off the Association's somewhat closed image in favour of a much more open, inclusive and conciliatory style. Although he admits that there is still work to be done, the BAR is now beginning to look much more towards its members than it has done

throughout its long and proud history. Ian said that when he took over the job in 2015 there were no great surprises. He had, after all, served a two-year term as the Association's president and had been a key member of the Commercial Moving Group (CMG), one of BAR's specialist groups. But he said he was still a bit surprised that the politics was somewhat more deep-seated than he expected and the way the organisation

managed data was a little disjointed.

"I have made a conscious effort to change the way we work at the headquarters in Watford," he explained. "We have now redesigned our operating system to make sure we have one file for each member containing all relevant information. It's just the same as keeping client records in a commercial business. What's more, every member of staff has access to those records. It improves our use and



BAR

interpretation of data and makes our response time better."

And as for the politics? Ian's not too bothered about that. He dismisses it as "mainly just personalities".

Changing the image

It's fair to say that BAR is not universally liked in the industry. Some say it's an old boys' club run for the benefit of the few at the expense of the many (thank you

Mr Corbyn). "I think we have gone a long way to dispel that view as the organisation is managed far more openly than in the past, and with the rotation system we have now on councils and the Board, there is a change of some personnel every year." Board members are chosen by the functional groups and there are three directors elected directly by the membership. "This means that the Board is democratically elected and it changes every year," said Ian. The rather inward-looking style of the old committees is now largely gone with councillors focussing more directly on what BAR can do for its members.

Return on investment

Most complaints about BAR are related to return on investment. People need to know that their membership is of value to them. Ian admits that BAR doesn't always tick all the boxes but, for most members, especially those who are prepared to take an active role in BAR and make best use of the benefits and services offered, he thinks they do pretty well.

But communication is always a problem. "It remains one of our biggest challenges," he said. "We send out a lot of information to help members secure business but there are still occasions when we struggle to get our messages out." Ian is a great fan of the Area meetings, which he says are struggling for attendance. "I think that's a shame because there is no substitute for sitting around a table and having a meaningful conversation with people and sharing experiences." Similarly, Ian makes every effort to get out and meet as many of the members as possible. If someone is unhappy with BAR, he prefers to visit them rather than call or e-mail. "We are usually able to have an adult conversation and work things out in a way that suits us both."

Inspections and quality

All BAR members are inspected by the Association's team of inspectors every year. That said, there is little inspection of the workmanship of the packers, it's more an inspection of the administrative processes and the facilities. But Ian said that they do perform drive-by inspections, especially when they have been alerted to a potential problem. BAR also uses technology to monitor performance, taking time to look at testimonials from customers about members' performance.

Ian also believes that membership criteria need to be reviewed every five years or so to take account of market and technology changes. Not long ago, for example, the membership voted against having a Standards-based membership, but Ian thinks it might soon be time to

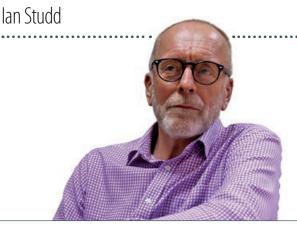
look at it again. "With hindsight, that campaign was slightly flawed," he said. "It was a reasonable question to ask at the time but the outcome caused that conversation to be put on the back burner for a number of years. The question was raised at the conference in Cardiff. I think we are getting closer, just over 55% of member businesses have at least one quality standard, I think that needs to be over 60% before we have the conversation again, and if we do, the way we pose the question has to be very different this time. We need to focus more on what the marketing opportunities might be and what are the benefits to the members in helping them to differentiate themselves."

Advance Payment Guarantee

Standards-based membership would, certainly, give BAR members the differentiation they crave over nonmembers. But recently BAR has introduced an Advance Payment Guarantee for all its members which Ian says is unique worldwide. The BAR's Overseas Group has provided an advance payment guarantee to customers since the 1970s through International Movers Mutual Insurance (IMMI) but this is the first time it's been expanded to cover all private residential removals and storage contracts concluded in the United Kingdom covering domestic UK, UK/ Europe/UK and overseas moves.

All BAR members operate to a Code of Practice which requires them to return money to provide this facility "but risk of failure for inland work has, up until now, sat on the BAR's balance sheet since the continues over

"We have now redesigned our operating system to make sure we have one file for each member containing all relevant information. It's just the same as keeping client records in a commercial business."





continued from previous page

Code's introduction as we have a moral and legal obligation to deal with the fallout," said Ian. "We wanted to create a scheme that was simple to administer and implement and not cost prohibitive. If it was too expensive or complicated the members would not buy into it. The scheme we have created is exactly that. We have created a brand for this and we see it as a very clear differentiator between what we stand for as an association and

the level of security that engaging with a member of this association provides to the consumer."

BAR has created a new business to manage the scheme and hold the funds in trust with BAR as a corporate trustee. This allows BAR to gather the funds and provide administrative support. But the BAR has one vote, not a casting vote, and the other trustees (six in all) have one vote. The Board of Trustees will properly consider any claim that might

come against it. The fund went on risk on 1 July, 2017 with IMMI coming off risk at the same time.

The IMMI guarantee (for overseas moving) was considered by many to be expensive and complicated and, according to Ian, was a potential barrier to new members. It has been, however, the BAR Overseas Group's USP for 40 years so now the Group needs to look for a new differentiator. "The Overseas Group has been very supportive," said Ian.

Dispute resolution

BAR has recently changed its process for resolving disputes between members and customers. The old arbitration scheme came in for a lot of criticism and was not viewed as being truly independent as is now required by consumer regulations.

The new service has been outsourced to The Property Ombudsman that provides a similar service to the National Association of Estate Agents (NAEA). The scheme requires the member to resolve the problem with the customer within eight weeks of being notified. If unable to do so the matter is referred to the Ombudsman for 'Early Resolution' at a cost of £250 to the member. If there is still no resolution the case is then referred for a 'Full Case Review' with the Ombudsman. at a cost of a further £100 to the member. The Ombudsman will then arrive at a firm conclusion that the member and the customer must accept. In accordance with the consumer landscape legislation, there is no cost to the customer.

The new scheme is not universally loved by the members either. Some resent having to pay to resolve something they feel is not their fault. "I absolutely understand that there are some claims that go through that are potentially vexatious," said Ian, "but I hope we have been in this business long enough to recognise them." It's also likely that members will be keen to resolve issues at an early stage and avoid the costs involved, especially for relatively minor claims. "In 2014-15 we averaged 40-45 referrals per month to arbitration," said Ian. "In 2015 we had 105 in the whole year; a significant reduction."

Regional training centres

"We've gone back to the future on training," said Ian, recognising that the new arrangements are very close to what had been available 30 years ago. Through surveys and consultations with members on what they felt that the BAR should be doing more of, it was providing better and more accessible training solutions that came out top every time in the list of services required from BAR.

Previously most of the training was held in Watford but this was costly and inaccessible for members. So there are now 11 operational Regional Training Centres, all offering a consistent approach to operator training in an easily accessible and affordable way. Ian said that he had a very open discussion with the centres about charges and what the rates should be to do the job properly. BAR adds an administration fee to cover the booking and certification expenses. "The challenge now is to get members to use the training centres," said Ian. BAR also has three

apprenticeship schemes available as a result of being heavily involved in the Trail Blazer initiative, and has engaged with an apprenticeship agency to help members wade through the minefield of bureaucracy and funding.

All the courses are currently operational but Ian is aware that BAR also needs to provide sector-specific administrative and management courses. He acknowledges that the FIDI Academy might be able to help and that there are some member businesses that provide this service already. He is also, amongst others, talking to the Chartered Institute of Logistics and Transport (CILT) and West Herts College to see what they can do to help with this initiative. "Watford still has a role to play, especially in management, administration and sales-based training," said Ian. "It's very much on our radar."

Overseas members

BAR has been losing affiliate members overseas for many years. There was a time when the BAR conference was a cauldron of international trade, but that has waned somewhat over the last 15 years. Ian is working hard to try to halt and reverse that trend, with some success. "The level of international attendance at conference has increased year on year recently," he said. "However, we still don't have massive numbers from outside the UK." Ian is keen to re-assess the value proposition for overseas affiliates but acknowledges that with all the other events around the world every year, and the ease of communication, it's not easy. "But the networking opportunity is still important. If our overseas attendees were not benefiting, they wouldn't come."

BAR's relationship with other groups

BAR is by far the oldest (founded in 1900) and the only properly constituted trade association in the UK industry. Ian believes that this means BAR should take a lead and set the example. He is though, very happy to engage with other membership organisations when it's mutually beneficial. "Whether we agree with the thought process and output of other representatives of our industry is almost an irrelevance. We ought to have dialogue. We don't have to agree but why not share ideas, it doesn't harm us in my view. There are over 4,000 moving businesses in the UK, they won't all become members of BAR, so it's nice to think that there are other organisations that can have some degree of influence over what they do."

The future for BAR

Asked about BAR's relevance to future generations, Ian is confident that the industry's oldest membership group will

still have a role to play well into the future. "We have a duty of care as an association to explore how and where our members can integrate technological advancement into their businesses," he said. "But I don't know of any technology that can replace the men and the trucks. Moving is a very personal service and we still need to provide regulation on how that is delivered."

Although he accepts that people will continue to source suppliers more online, he does not believe it's right to expect them to become experts in the subject. "We can't expect customers to understand the industry the way that we do," he said. "They might think they know as much as us, but that's bound to end in conflict. We will always have a role, even if only for conflict resolution. I sincerely hope it doesn't get that far."

Ian has brought BAR a long way in the last two years and the process is continuing. But he's not complacent. He strongly believes that BAR needs to continue to evolve its services, keep them relevant to members' needs and provide opportunities to help members develop their businesses. "There is a value in the BAR brand but I am under no illusion that when markets are tough members will look at their costs and if they don't think there is a return on investment, they will leave," he said. "It's our job to make sure we always provide value for money."

"I absolutely understand that there are some claims that go through that are potentially vexatious, but I hope we have been in this business long enough to recognise them."



NEWS: INTERNATIONAL

Arpin Group earns two No.1 rankings

wo Arpin Group companies have earned No.1 supplier satisfaction rankings among the largest suppliers of household goods shipment services, according to two relocation managers' surveys released in May by independent research firm Trippel Survey & Research.

US domestic relocation programme administrators ranked Arpin Van Lines No.1 in 'top block' service for carriers with the highest/best evaluations. Arpin also secured the No.1 position in the key performance metric, 'timeliness of invoices sent to you', in the 15th Annual Relocation Managers' Survey.

Meanwhile, corporate relocation managers, charged with facilitating

"Achieving this ranking is a signal to us that we are headed in the right direction..."

David Arpin

international corporate mobility, ranked Arpin International Group No.1 in overall carrier satisfaction with an 8.89 on a 10-high scale, as reported in the 13th Annual Relocation Managers' Survey.

"We are honoured to be ranked the number one carrier among corporate relocation managers in both our domestic and international lines of business," said David Arpin,

President and CEO of Arpin Group. "As a family-owned company that has existed for 117 years, we have always placed the customer first in all we do. Achieving this ranking is a signal to us that we are headed in the right direction, but it is not a time to rest. Keeping this leadership position means we must work even harder to listen to our customers, anticipate changes in the market and continue innovating."

In 2016, Arpin Van Lines was rated No. 1 among the ten largest suppliers of household goods shipment services ranked by 'customer satisfaction,' according to the 22nd Annual Nationwide Relocating Employee Survey®, also released by Trippel Survey &

Cartus wins

artus Corporation earned an EMMA award for Corporate Social Responsibility at the Forum for Expatriate Management's gala ceremonies on May 4 in Denver, Colorado. Cartus was also runner-up in two additional categories: Vendor Partnership, with client Nike, and Thought Leadership, for the company's multi-year benchmark research, the Policy & Practices survey. The EMMAs recognise outstanding achievements within the relocation industry in a number of different categories.

Speaking of the EMMA for CSR Kevin Kelleher, Cartus' President and CEO, attributed the win to the company's commitment to a wide range of initiatives supporting the health and well-being of its employees, as well as the engagement of the entire global employee base in a host of charitable and community focussed efforts.

"Our commitment to our employees, as well as to our clients through flexible relocation solutions, user-friendly technology, and informed guidance on industry trends and issues, is something we are extremely proud of, and it's our dedication in these areas that really exemplifies the 'Have Done, Will Do' attitude of our organisation," Kelleher said. "We are truly honoured to be recognised by the Forum for Expatriate Management for our achievements in these areas."



Aires wins at EMMAs

ires has been awarded Relocation Management Company of the Year by the Forum for Expatriate Management at the Americas Expatriate Management & Mobility Awards (EMMAs). The award was presented to Aires at a ceremony held on May 4 in Denver, Colorado.

"We are both honoured and excited to have been selected as Relocation Management Company of the Year," said Jeff Wangler, Aires' President. "It is a testament to our frontline team who work diligently every day to impact the quality of life for each family we move. We constantly try



to reach new heights and ensure that the relocation experience is second to none. This award validates our efforts."

The award recognises Aires' flexible service delivery model, independent partner model, leading technology solutions, and the depth of customisation offered for each client's mobility programme. The

awards were judged by an independent group of leading mobility professionals from a variety of companies and industries.

MSI Global Talent was runner up in the category with Crown World Mobility and Weichert Workforce Mobility both highly commended. Paramount won in the category International Moving Company of the Year with Atlas International as runner up.

A complete list of 2017 Americas EMMA award winners is available at http://americas.forum-expatmanagement.com/awards/ winners-new.

Arpin International Group opens first customer care centre in India

Arpin International Group has opened an international customer care centre in Kerala, India; the company's first in the country.

he office will expand Arpin's services, assisting corporate personnel who are moving to and from the region.

Bob Sullivan, Senior Vice President of Arpin Group said, "Due to the steady increase of moves to and from India, we felt that this country was the logical next step in our strategic global plan. Our continuing goal is for our customers to have the support of Arpin team members working with the same technology platform in every major region of the world, while communicating in local time. We provide more than moving services – we help our clients navigate a major life transition and adjust to a new culture."

International Move Coordinator Jose Kuriyan will manage all corporate moves on behalf of Arpin within the country, reporting to Arpin's Middle East headquarters in Dubai, UAE. He will offer advice to relocating families on import and export procedures, shipping allowances and restrictions, adherence to policy and all aspects of the international moving process. Jose will utilize Arpin's

Shipment Tracking and Reporting system (STAR) that links all Arpin offices worldwide for a seamless flow of data and information. Through STAR, he will oversee local suppliers, pricing and manage corporate account shipments.

The India customer care centre joins Arpin International Group's network of offices in major metropolitan areas around the world including: New York, Boston, Dublin, London, Wiesbaden, Dubai, Singapore, Hong Kong, Shanghai and Melbourne.

NEWS: INTERNATIONAL

TheMIGroup Worldwide Partner Network 2016 Awards

The MIGroup Worldwide Partner Network Awards for 2016 took place in Warsaw on 26 April, 2017.

he company said that the TheMIGroup Worldwide Partner Network (WPN) Awards are based on a set of evaluation criteria designed to quantify partners' quality service performance, and have quickly become a benchmark for excellence in the global relocation industry. The awards recognise the achievements and outstanding service delivery excellence of the company's suppliers over the past year.

Awards were presented in three categories: Relocation Service, Transportation and Real Estate, and across three regional zones: Asia, EMEA, and the Americas, in addition to a global award. TheMIGroup also presented awards for 'Individual Excellence in Partnership', and 'The Spirit of Partnership'; this award, voted on by TheMIGroup Business Centres, goes to the WPN Partner/Provider that has shown outstanding customer service to TheMIGroup and its clients. This year, TheMIGroup presented 11 awards in the following categories:

APAC Transportation Partner of the Year Award: Writer Relocations

APAC Relocation Service Partner of the Year Award: Kent Relocation Group Pty Ltd

EMEA Transportation Partner of the Year Award: Donath International GmbH & Co KG

EMEA Relocation Service Partner of the Year Award: Keller Relocation Ltd

The Americas

The Americas Transportation Partner of the Year: Aviomar S.A.S.

The Americas Relocation Service Partner of the Year: IOR Orientation Resources, Inc.

Canada Real Estate Service Partner of the Year Award: Re/Max Real Estate (Central)

United States Real Estate Service Partner of the Year Award: Heritage Texas Properties, LP

Global Winner

Global Relocation Service Partner of the Year: Synergy Global Housing

Individual Excellence in Partnership

Anthony Gonzalez, Director of Business Development, Synergy Global Housing

Spirit of Partnership

Synergy Global Housing



 EMEA Transportation Partner of the Year, Donath International; left to right: Laura Bangle, TheMIGroup; Penny Donath, Donath; Dwayne Waldrop, The MIGroup.



APACTransportation Partner of the Year, Writer Corporation; left to right: Laura Bangle, TheMIGroup;
 Charmaine Baptista, Writer; John Baptista, Writer; Dwayne Waldrop, TheMIGroup.

French government imposes €40 driver fee

he Freight Transport Association (FTA) says the new French government's decision to charge a €40 fee for every worker operating in France on a temporary basis and employed by a foreign company is a restrictive practice which will severely affect the ability of UK truck operators to work effectively in Europe.

French authorities intend to charge a fee of €40 per posted worker for companies providing services on French soil which are established outside France: a move which is set to come into force by 1 January, 2018 at the latest. The fee will be used to maintain a database that will handle all documents required by French authorities for posted workers -

including drivers.

Pauline Bastidon, FTA's Head of European Policy said, "In our sector, this new charge amounts to a restrictive tax on international transport carried out by foreign operators. The fee of €40 per driver is excessive and, simply put, is a protectionist measure designed to close the French transport market to any operator established outside of France. It will disproportionately increase the cost of operating in France and could have negative consequences for international transport to and from the country. Coming on top of already burdensome requirements, such as the need to have a permanent representative in France, the decision to implement an additional charge on the working of



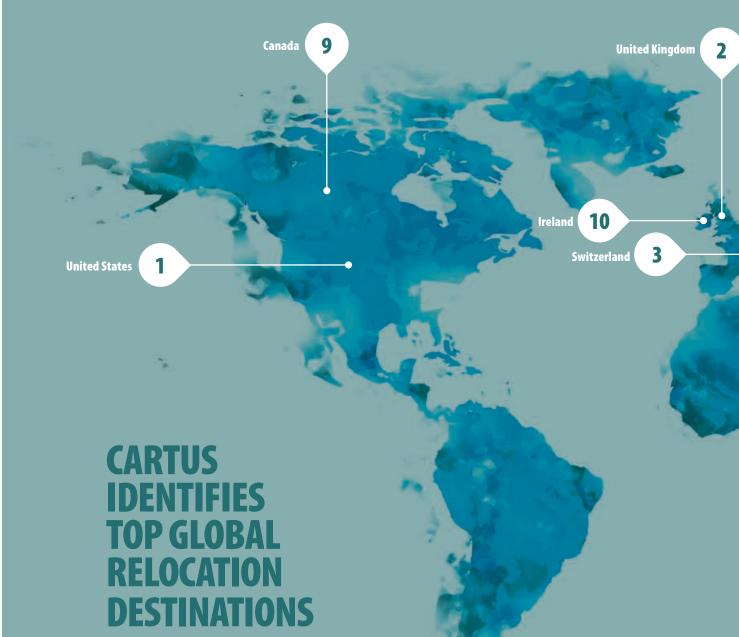
"The fee ... simply put, is a protectionist measure designed to close the French transport market to any operator established outside of France."

Pauline Bastidon

international operators is nothing more than a protectionist tax benefitting the domestic French market, and is one which our members wholeheartedly oppose."

The French have not yet stated whether the charge will be per day, per week, per year or simply be a one-off fee per driver and crew. When asked by The Mover to clarify the situation Pauline Bastidon said, "At the moment, this is unclear. The way these types of rules work in France is that the 'general framework' is published first (decret), followed a few weeks later by the implementing rules (decret d'application), which contain all the practical details on how the rule is supposed to function. Until these implementing rules are published, all these points will remain unclear."

RELOCATION: TOP GLOBAL DESTINATIONS



Every year, companies expand or more firmly establish their presence in countries around the world where labour and market conditions will favour business growth. What countries are companies sending their employees to this year and how do they compare with the top destinations of four years ago?

ccording to Cartus Corporation the United States, the United Kingdom and Switzerland rank as the top three on a list 50% of Fortune 50 companies and approximately 163,000 corporate and affinity relocations in nearly 150 countries in 2016.

- The Cartus top ten destinations are:

 1. The United States: a culture known for prizing punctuality and efficiency.

 2. The United Kingdom: a healthy
- 3. Switzerland: one of the highest per capita incomes in the world, along with low unemployment rates and prominent labour specialisation.
 4. Singapore: a reputation for governing

RELOCATION: TOP GLOBAL DESTINATIONS



- **5. The Netherlands:** committed to neutrality, tolerance and global cooperation ... an ideal place for international organisations.
- 7. India: more investment-friendly political policies, provides companies with access to a highly skilled, cost-efficient workforce and opportunities for growth.

but favourable business atmosphere, a rapidly growing economy and increasing consumer wealth.

9. Canada: a strong economy and a labour force with a high percentage of

rates and a skilled, young, highly educated workforce attract a variety of industries.

Expanding internationally provides a company with diversification and financial growth, but also exposure to new cultures and all the benefits that go

NEWS: ON THE ROAD

2017 Volvo Trucks Safety Report focusses on vulnerable road users

The number of serious road accidents involving trucks is dropping, but the safety of vulnerable road users must be improved. And there are still far too few truck drivers who use their seat belts.

hese are among the findings of a new traffic safety report from Volvo Trucks.

Peter Wells, Head of the Volvo Trucks Accident Research Team said, "In the 2017 Volvo Trucks Safety Report we analyse and describe why accidents involving trucks occur, how they happen, and what should be done to reduce the risk of accidents and their consequences. These are facts that are not only important to our own product development but also to everyone who works for a safer traffic environment."

The 2017 Volvo Trucks Safety Report is based on Volvo's own accident investigations and on data from various national and European authorities. One of the report's conclusions is that there is a greater need to focus on reducing risks for vulnerable road users such as pedestrians, cyclists, moped riders and motorcyclists.

Carl Johan Almqvist, Traffic & Product Safety Director at Volvo Trucks said, "In the past decade, the number of serious road accidents involving heavy trucks has been almost halved in Europe. However,



Safety of vulnerable road users must be improved.

truck accidents involving vulnerable road users have not been reduced to the same extent. In order to cut accident rates, it is necessary to continue the development of a

number of technical solutions that can help the truck driver avoid potentially hazardous situations. Moreover, all road users need to become more aware of the risks that exist in the traffic environment and how we can best reduce them," explained Carl.

Giving the driver a clear overview of the truck's immediate vicinity is crucial to accident prevention. As one of many complements to rearview mirrors, close-quarter mirrors and reversing cameras, Volvo has a system whereby the driver can see what is happening in the front corner of the passenger side with the help of a camera.

"It is also important for pedestrians and cyclists to be aware of the importance to see and be seen and to assist in smooth, safe interaction in traffic. That's why we are directing our educational material to both youngsters and adults, for instance our 'Stop, Look, Wave' and 'See and Be Seen' campaigns, which spotlight precisely these issues," said Carl.

"To reduce the risk of accidents with other vehicles, Volvo's trucks are equipped with various active safety systems. But if an accident

does occur, it is a tried and trusted part of the safety equipment that is the most important life-saver - the seat belt. The report reveals that far too many truck drivers don't use their seat belts, even though we know that half of the unbelted truck drivers who have died in road accidents would have survived had they been wearing their seat belts."

"It is also important for pedestrians and cyclists to be aware of the importance to see and be seen and to assist in smooth, safe interaction in traffic."

The 2017 Volvo Trucks Safety Report from Volvo Trucks' Accident Research Team can be found in its

entirety at volvotrucks.com.

Carl Johan Almqvist



NEWS: ON THE ROAD



The van driver is interviewed by the police in a scene from One Fateful Day.

Hard-hitting FTA film focusses on van safety

A thought-provoking film depicting the death of a child in a van collision has been released by the Freight Transport Association (FTA) to highlight the importance of safety and compliance in van operations.

n the film – One Fateful Day – the van driver is distracted by talking to his office on his mobile phone. He is also found to have been taking drugs and to have a defective vehicle - all of which have catastrophic consequences for the driver, operations manager and company owner.

The film is the brainchild of FTA's Head of Vans and LCVs Mark Cartwright, who has recreated the scenario at Van Excellence Operational Briefings throughout the UK this year to raise awareness of the issues of driver distraction and compliance.

FTA's Van Excellence is the only scheme of its kind in Europe, providing a baseline code of practice for operators to ensure they are meeting set standards of safety and compliance and enabling members to share good practice.

Mark said, "This film has been a few years in the making but I wanted to create something that would really hit home and resonate. The story we've used illustrates some of the typical failings we see amongst van operators who think they're compliant but are only paying lip service. HGVs are strictly regulated through O Licensing but all too often van operations are overlooked, compromising safety and putting drivers and the public at risk."

The Van Excellence code of practice enables operators to ensure they are meeting basic standards and membership of the scheme gives them access to a range of resources to help them run safe and compliant businesses. The code was written by some of the best operators in the industry and sets a clear benchmark for members to achieve.

The film, which was funded by the Van Excellence Governance Group, is available free to download and existing scheme members are encouraged to share it as widely as possible to spread its important safety messages.

Recent increases in penalties for mobile phone use while driving and changes to corporate manslaughter legislation have all impacted on van operations, but many operators are unaware of the implications.

Mark continued, "Van safety is a serious business and it's vital that operators understand the consequences of not treating it as a priority. This film clearly outlines what can happen from the perspective of the driver, operations manager and company owner. It will serve as a wake-up call to those who are currently turning a blind eye to many of the issues highlighted."

www.vanexcellence.co.uk/one-fateful-day.

IAM RoadSmart publishes road safety manifesto

oad safety charity IAM RoadSmart has published its own manifesto calling on all road safety professionals to work together to reduce the numbers of people killed and seriously injured on the UK's roads.

IAM RoadSmart put together the 12-point manifesto with the aim of reducing the number of people killed or seriously injured on the UK's roads. In 2015 the number killed stood at 1,730, showing little reduction over the previous four years.

The manifesto includes a call for legislators, car makers, social media and smartphone companies to work with road users on practical solutions to address driver distraction, especially smartphone

usage and interactive dashboard information availability.

The charity also highlights road safety at work as a critical health and safety issue that requires higher priority and one which should be at the core of good corporate governance for every employer.

The manifesto urges Defra to implement cross-government procurement rules to accelerate the uptake of safe new vehicles with features such as autonomous braking.

New drivers are included as IAM RoadSmart called for further changes to post-driving test driving rules and support for a 12-month minimum learning period for new



"We believe by working together with government and the road safety 'industry' we can deliver a step change in road safety ..."

Sarah Sillars

The charity also calls for a reduction in the drink-drive limit in England and Wales, matching that already in place for Scotland.

On highways, IAM RoadSmart urges local councils and central government to protect long-term funding to finally eradicate the road maintenance backlog.

Sarah Sillars, IAM RoadSmart Chief Executive Officer, said, "The UK has one of the best road safety records in Europe, but still 1,730 people a year are killed. We believe by working together with government and the road safety 'industry' we can deliver a step change in road safety and significantly reduce the fatalities and injuries which occur daily on our roads."

SURVEY: EMPLOYEES' INCLINATION TO RELOCATE

Global employees less inclined to move abroad than five years ago

ccording to a new poll conducted by the global research company Ipsos on behalf of the Canadian Employee Relocation Council, almost two in ten (18%) employees in 20 countries say they would be 'very likely' to temporarily relocate for up to two years and take a full-time job in another country with a 10% pay increase. By comparison, in 2012, one quarter (25%) of employees said they would be 'very likely' to take a full-time job in another country (a decline of 7%).

Stephen Cryne, President and CEO of the Canadian Employee Relocation Council (CERC) said, "At a time when many regions of the world are moving to knowledge-based economies, and living standards improve, it is not surprising to see a measurable decline in the number of employees willing to relocate for employment since 2012."

The global survey was organised by CERC and includes a comprehensive survey of 10,000 employees in 20 countries from all parts of the world. It was sponsored by BDO Global, Council for Global Immigration, Crown World Mobility, Dwellworks LLC, EuRA, Randstad Holding NV, TheMIGroup, and Weichert Workforce Mobility.

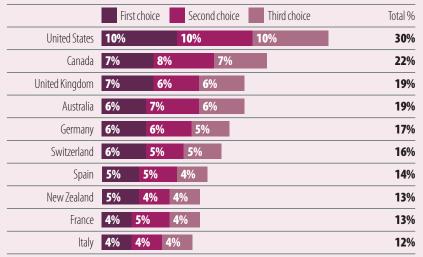
Understanding why

Canadians specifically were asked to share their views on the motivations behind their likelihood to move abroad for work in the form of two open-ended questions. Those who indicated they are 'likely' to move were asked to reflect on what barriers would prevent them from taking a foreign assignment. The number one factor cited by Canadians is family/friends (40%), followed at a great distance by location (10%), money/financial stability/salary (9%), and job security (8%).

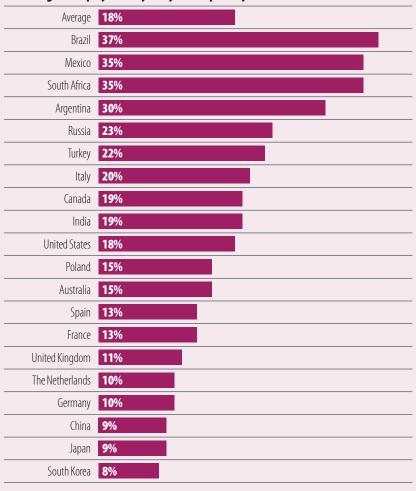
Almost three in ten (27%) said a pay increase would make them consider relocation.

Those who indicated they are 'unlikely' to move were asked to describe what incentives might make them consider the move after all. Almost three in ten (27%) said a pay increase would make them consider relocation. Only six percent indicated the country they are relocating to would make them consider it. Over four in ten (43%) said nothing would make them consider relocation.

Top global destination choices



Percentage of employees 'very likely' to temporarily relocate



Vacancy: General Manager QSS

QSS (Quality Service Standards Ltd) is a wholly owned subsidiary of the BAR that provides high quality inspection, audit and certification services primarily to BAR Members. These services include advice on the implementation of quality standards, as well as auditing and certification, many of which are removals-specific but also include ISO 9001, ISO 14001 and others. UKAS accredited, QSS employs a team of industry-experienced consultants to deliver these services. QSS also provides a full inspection service for new and existing Members on behalf of the BAR. A new position of General Manager QSS has been created to further develop the service offering, and to manage the team of consultants to ensure the highest possible standards of service continue to be delivered to its customer base. The role will have a significant degree of independence from the BAR to ensure the integrity of the audit process, as well as to comply with UKAS regulations. Any potential candidate must be a champion of quality standards and have the experience, ability and personal gravitas to make an immediate impact on this vital part of the

Association's Membership service delivery. A candidate should be a trained auditor, familiar with UKAS requirements for certification bodies, and with ISO 9001, 14001 and if possible, the specific removals and storage standards. It would be advantageous for a candidate to have at least some experience within this or a related service industry sector. Candidates must have the confidence and communication skills necessary to liaise at senior levels with UKAS, BSI and other organisations, and must command the respect of the team of consultants together with a broad range of customers. Based in BAR Head Office in Watford, the General Manager QSS will report to the Board of QSS and maintain an independence from BAR on all UKAS related matters, although there will be a day to day reporting line to the BAR Director General for all service delivery. The successful candidate must be prepared to travel to carry out inspections and audits and to represent QSS and the BAR at various Boards, Committees and groups as and when required for the proper performance of the role.

This is an exciting and challenging opportunity to help shape the future of the Association and applications should be submitted with a covering letter to explain how the applicant would be the right candidate for this role, together with a comprehensive CV and salary history by e-mail to tracy.britten@bar.co.uk by 31 July, 2017.























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NEWS: PRODUCT



TruTac's compliance products will collectively be known as TruControl.

TruTac to rebrand its transport management software products

TruTac, the Coventry-based transport software specialist, is rebranding its suite of compliance products with the introduction of a single, cloud-based portal.

he product rebrand and redesign will enhance user experience and further simplify fleet compliance management for operators.

The new 'umbrella' product is called TruControl and uses the slogan, 'TruTac delivers TruControl of your fleet'. TruTac says it has streamlined its range of products in a more intuitive system which is even easier to use.

According to TruTac's Operations and Marketing Director, Jemma James, the company now analyses over 1.7 million tachograph charts per month and provides software

solutions for over 4.000 customers in the HGV and PSV sectors.

In the coming months TruTac will be rebranding its core tachograph analysis product as TruAnalysis, while all of its other products are receiving design face-lifts to better reflect TruTac's future upgrades and usability requirements of all

The newly created 'TruControl of your fleet' portal now includes the following products:

TruAnalysis: tachograph analysis and compliance reporting including manager and driver dashboards, online document management,

digital signature capture and automatic e-mailed reports. With drivers' hours and full WTD management and reporting, even for non-tacho routes and vehicles. TruAnalysis also includes the latest Earned Recognition dashboard report as a standard feature.



TruLocation: a robust tracking and remote tachograph downloading solution with accurate route tracking, location maps, geo-location, points of interest, harsh breaking and excess speed telemetry.

TruChecks: for daily walkaround vehicle checking on all mobile platforms and drivers' hours information in the same app. Helping operators to ensure prejourney checks are completed and any issues are reported (and resolved) in a timely manner with the correct auditing records available for recall as evidence for the DVSA.

TruDocument: paper-free driver and online document management. Scan, capture and store driver documents online for easy retrieval. TruTime: a time, attendance and HR clocking system for managing working time for drivers and employees. Accurately verifies clocked attendance versus tachograph data using digital tachograph driver cards, removing the need for manual time sheets. TruLicence: online DVLA driver licence checking and verification with alerts and reporting for complete

www.trutac.co.uk/software

management.



The LD01 is supplied in three sizes.

LOGISTIK RE-TREADS ARE LONGER-LASTING THAN ORIGINAL

acu-Lug Traction Tyres in Grantham has claimed in a recent press release that its re-tread tyres outperform original equipment by up to 50%. The tyres also cost only 60-70% of the price of new tyres. The company says that it has not sacrificed any physical tyre characteristics, but instead has achieved the improved performance through technological advancements and the use of more sophisticated compounds during the manufacturing process.

"One way to reduce rolling resistance is to reduce both tyre width - crucial for footprint - and tread depth," explained Dave Alsop, Vacu-Lug Sales Director. "At Vacu-Lug, we're using advanced compounds which have been developed over a long period to combine good rolling resistance with excellent wear characteristics - simply put, the tyres last longer."

Vacu-Lug uses the LD01 drive tyre (in size 295/80R22.5) on its own distribution fleet and claims that the tyres outperform original equipment by up to 50%. Dave Alsop told The Mover in a recent interview that customers could also expect the tyres to be around 60-70% of the cost of original

To cope with increased demand, Vacu-Lug has recently installed a fourth Logistik press at its Lincolnshire plant.

Software to reduce demurrage charges

ortrix Logistic Software (PLS) is developing a software application that promises an end to the headache of managing Demurrage and Detention (D&D) charges.

The first prototype of GPM Demurrage & Detention was unveiled at the transport logistic exhibition in Munich from 9-12 May, 2017. The GPM extension offers users an intuitive window onto their global D&D spend, storing all Free Time agreements in one portal, from where global container movements and costs can be easily tracked. Fees can be prevented through proactive warnings of upcoming D&D charges, invoicing becomes simplified, and the drain on resources incurred by managing D&D can be halted.

"It is exactly what the industry has been crying out for," said Henning Voss, Co-founder and CEO of Hamburg headquartered PLS.



Henning Voss.

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NEWS: PEOPLE

Crown Worldwide Group appoints new head of World Mobility



rown Worldwide has appointed Curt Smith as head of its World Mobility business. Curt has a strong background in business development, change management, client relations and vast industry expertise. He will be based at Crown's Danbury, Connecticut, office and report to the company's Worldwide Executive Board.

Curt brings a wealth of industry experience to Crown having spent over 20 years at Cartus. In his previous roles, he has driven successful business plans, resulting in the retention and development of client relationships.

His excellent relationship management skills will be key to his new role at Crown.

www.crownworldmobility.com.



Nigel Jones.

Scania appoints Nigel Jones as regional executive director

Long-serving Scania member of staff Nigel Jones has been appointed regional executive director south west for Scania (Great Britain) Limited.

Not just in London, but...

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The White & Co Mystery Mover

Congratulations to Robin Mason, ex BAR president, who correctly identified Dany Schneider from Marcel Schneider Inc. of Lausanne in Switzerland last month. Yes, he does look like his father. This month we have a winner to identify. But who could it be? Send your suggestion to editor@themover.co.uk for a chance at winning the White and Company Red and Black watch.

n his new role, Nigel will take responsibility for the overall performance of Scania's 12 branches and two Vehicle Maintenance Units within the region, which stretches from Bicester in Buckinghamshire to Land's End.

Claes Jacobsson, Managing Director of Scania (Great Britain) Limited said, "As an established member of our team in the southwest, Nigel is already well known to customers and staff throughout the area. As such, his appointment is a natural progression very much in tune with our policy to promote from within wherever possible."

"... I now look forward to the challenge of leading the team to even greater success." Nigel Jones

Nigel Jones said, "Scania has an excellent reputation for service in the south-west, built over many years. The dedication and commitment of our staff members is second-to-none, and I now look forward to the challenge of leading the team to even greater success."

Rod McKenzie takes on public affairs for the RHA

od McKenzie, currently director of marketing & communications for the Road Haulage Association (RHA), is to also take on the role of director of policy & public affairs. Rod has been responsible for a string of successful RHA events and digital marketing, including the organisation's conversion to digital and social media. Previously he ran his own PR consultancy and was a senior executive at BBC News after a career as a broadcaster.



Barry Morris appointed president and CEO of CapRelo

CapRelo has appointed Barry Morris as its president and CEO, replacing former president and CEO, Mickey Williams.

r Williams will remain with the company, assuming the role of executive vice president, Enterprise Executive Board, for CapRelo and JK Moving Services.

Chuck Kuhn, Chairman of CapRelo said, "Barry is an exceptional leader whose track record speaks for itself. After thorough succession planning and an extensive search process, we selected Barry from a strong field of executive candidates. He is highly regarded in the tech industry and is known for growing profitable organisations and for his communicative leadership style."

Barry's résumé includes notable executive leadership roles with prominent telecom and technology



Barry Morris.

organisations with significant global presence, including Dell EMC, Polycom, Cogent Communications and Nortel Networks.

Arpin Group promotes Karen Bannon to marketing manager

aren Bannon has been promoted to marketing manager at Arpin Group. Karen will be responsible for developing Arpin's annual marketing plan and corporate branding strategies in coordination with divisional stakeholders. She will also manage the organisation's global marketing, advertising and promotional programmes, and monitor industry trends to assess demand for new products and services.

Marco Uriati, Arpin's Chief Operating and Legal Officer said, "During her tenure, Karen has been instrumental in the development of Arpin's corporate brand. Technology is rapidly changing the way we market our company. Karen has unique knowledge and skills which will help us respond to changing customer needs and an evolving industry."

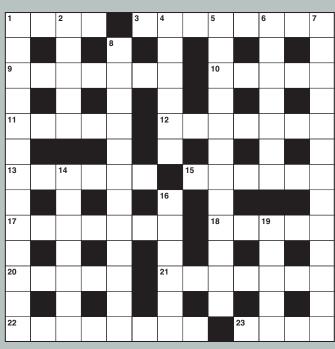
Karen began her career at Arpin in 1993 and has held the positions of contract assistant, senior marketing specialist, and communications project manager. In addition, she serves as an associate Board member of the Arpin Charitable Fund, Inc.



Karen Bannon.

"Karen has unique knowledge and skills which will help us respond to changing customer needs and an evolving industry." Marco Uriati

Puzzles



ACROSS

- 1 Arguments against (4)
- 3 Resisting (8)
- 9 Destructive (7)
- 10 Doctrine; system of beliefs (5)
- 11 Opposite one of two (5)
- 12 Eg from Moscow (7)
- 13 Dark blue dye (6)
- 15 Powerful (6)
- 17 Ugly building (7)

- 18 Snake (5)
- 20 Rock group (5)
- 21 Weakened a solution (7)
- 22 Splashing with water (8) 23 Conservative Party
- member (4)

- 1 Period of the Paleozoic era (13)
- 2 Horse's cry (5)

- 4 Dough used for pies (6)
- Now and then (12)
- 6 List one by one (7)
- Amiably (4-9)
- 8 Bravely (12)
- 14 Piece of furniture (7)
- 16 Involving direct
- confrontation (4-2)
- 19 Mark of repetition (5)
- 8 1 5 8 4 9 6 5 8 6 3 1 7 4 1 6 3 6 8

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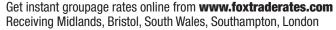
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4	6	5	7	9	2	3	8	1
8	2	9	6	3	1	7	4	5
9	5	2	3	8	6	4	1	7
3	8	6	4	1	7	9	5	2
1	4	7	9	2	5	6	3	8
6	7	8	2	5	4	1	9	3
5	3	4	1	7	9	8	2	6
2	9	1	8	6	3	5	7	4



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

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There are eight times as many atoms in a teaspoonful of water as there are teaspoonfuls of water in the Atlantic ocean.

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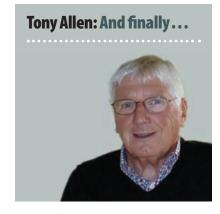
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AND FINALLY ...



Life goes on

s this article appears on a monthly basis, it is never really possible Lto comment too specifically on topical subjects. The whole world can change in the time between creation and publication.

As I write, we have just completed an indecisive election (blame it on the young?) and have entered into Brexit negotiations (blame it on the old?). In addition, we have been subjected to a senseless series of terror attacks by those whose main aspiration in life appears to be that of committing suicide. And as I write, the dreadful and tragic events at Grenfell Tower are slowly unfolding.

This state of affairs reminded me of something I'd read somewhere many years ago, that went as follows:

'As I was pondering one day, looking to the heavens, feeling sad and low and contemplating a life where events seemed to be conspiring against me, suddenly a voice came from above saying 'Cheer up my friend, things could get worse'. So I cheered up and sure enough they did!'

Earlier this morning I'd been down to my local plant nursery and had bought what I think is called a Heuchera, although no two people seem to pronounce it in the same way. Whilst I was planting my new purchase in the last available space in the garden, it did occur to me that maybe this action was somewhat rather facile in the midst of potentially life changing events occurring around me. Stiff upper lip? Maybe, and thankfully there is a lot of that around; but most of all it was simply a way of establishing continuity, because we just have to get on with things. We really have no choice, and continuity is best achieved by normality.

We've lived in our current house for almost thirty-five years and during this time we have never ceased to be enchanted by the gloriously uplifting song of the blackbirds - an exceedingly profitable return on our investment in bird food. Strangely enough it actually seems as if the same blackbirds have been around for the whole of our time here, but in fact the average individual lives for around three and a half years and on that basis, we are therefore on our tenth generation.

Under the circumstances this subject might seem to be somewhat mundane. But on the contrary; over the years we have seen these birds suffer numerous disasters, including the very sad loss of one partly albino bird, whom we called 'Stripy', whose life was brought to a sudden end by next door's cat - and whose progeny, by the way, carry this abnormality even to this current day.

We've also seen them suffer the predation of the neighbourhood sparrow hawk, and in spite of all this what they appear to seek most of all is continuity - and they achieve this by simply carrying on with the normal things in life, and they do this instinctively.

We are no different! We might think we are far superior intellectually but life's certainties can disappear as suddenly as the early morning mist and then we too find ourselves seeking solace in normality. This is surely an instinctive response, for life has always been uncertain and I am sure that we have been conditioned over many generations to deal with this roller coaster by purely just keeping on as usual.

Now I don't want you to feel as if I am being unduly pessimistic here, because actually I don't feel that way at all. Strangely enough - or perhaps not strangely enough - events such as these do serve to make us appreciate the ordinary things in life such as family, friends or simply a good old-fashioned cup of tea. The concert which took place after the events in Manchester, for example, was so exhilarating and gave one confidence in the triumph of the human spirit and an encouraging belief in the young.

So there you have it, 'keep on keeping on' and every other cliché in the book and I must say that it has been difficult to write this article without indulging in too many of them. Of course a cliché is a word or phrase that is over used and lacks any original thought and therefore its impact, but there are some things which need to be said time and time again.

So next time you are feeling a bit concerned by what life has to throw at us, why not go out and buy yourself a Heuchera, even if you can't pronounce the name properly. If you haven't got a garden, then just make yourself a nice cup of tea. It's perfectly normal you know!

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