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TheMover

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EUROMOVERS IN PRAGUE

Thomas Juchum presides over a successful EUROMOVERS conference in the Czech capital. Page 28



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TheMover

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LEADER

Something for everyone

Steve Jordan, Editor



There should be something for everyone in this July issue. I did a little globetrotting to talk to GInter in Miami now that the company has included household goods shipping as part of its service following its acquisition of Coco's International; and, a little closer to home, I popped over to The Netherlands to find out more about Harmony. I confess not to have known much about the organisation before my visit, and I suspect there were a few others who didn't either: that's why I wrote the story. Interesting stuff. I have since found out that Armstrong in the US has joined too.

Elsewhere in these pages you'll find conference reports from EUROMOVERS, which I attended, and both BAR and Britannia in the UK. I always say, at this time of year, that I don't understand why more people don't attend these conferences. They are of tremendous value and I have always felt that anyone who's serious about being in the industry should join in. But, sadly, there are still those who don't seem to be able to see the value in them. Just one good idea, one new contact or one extra piece of business and the delegate fee is covered.

There are some other interesting stories too this month. We have taken a look at chat lines for websites which seem to be all the rage nowadays and taken another look at GDPR now that the deadline has passed and we are all supposed to be compliant. There's also a very interesting piece about the £40/item liability that has been the norm on contract conditions for many years. I have often thought that if £40 was right in the past, it can't possibly be right now. It seems that this is now increasingly being challenged in the courts so you might like to reconsider what your terms and conditions say.

There's a story about Van Excellence on page 24 too. I urge you to have a look. It's run by the Freight Transport Association (FTA) and is an attempt at raising standards amongst fleet operators who do not need an operator's licence. The story includes a link to a video which clearly illustrates that the penalties for delinquency in charge of a van fleet are just as severe as for HGVs even though you don't have a licence to lose. 30 minutes watching it might be time well spent.

Steve Jordan



● Simon Hood shows off two of the Hermes Creative Awards.

John Mason International scores a hat trick at Hermes Creative Awards

John Mason International Movers, has won three accolades at this year's Hermes Creative Awards for its advertising campaigns.

This hat trick of awards includes a platinum award in the 'Guerrilla Marketing' category for its Angel of the North Australia Day stunt; platinum award in the Content Campaign category for its Iain Lee video campaign; and a gold award in the PR Campaign category for its *Kids' Views of the World* campaign.

The Hermes Creative Awards is an international competition that recognises the work of creative professionals involved in the concept, writing and design of traditional materials, marketing and communication programmes and emerging technologies.

Simon Hood, Sales and Marketing Director at John Mason International said, "We're thrilled to have won multiple Hermes awards for the second year in a row. We've been working hard throughout the year to create engaging and unique

campaigns to inform and advise our customers about the services we provide and these awards are a nice recognition of our efforts."

Gareth Miller, Managing Director at Carswell Gould, John Mason International's marketing agency said, "We're delighted to be able to help John Mason International Movers spread the word about why its business is so special. Winning these awards is a brilliant recognition from the industry for the strength of these campaigns and the impact they have delivered."

John Mason International Movers beat off competition from major marketing powerhouses to top this year's awards, including DELL, Deloitte, Fedex, Hilton, Pepsico and UPS. The firm was also in company with fellow winners like National Geographic, Reuters and WeTransfer that also received platinum awards.

"We've been working hard throughout the year to create engaging and unique campaigns to inform and advise our customers about the services we provide ..."

Simon Hood



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NEWS: UK

BOURNES WIN AT RELOCATE

Bournes Relocation Solutions from the UK took home Relocate awards at the gala awards dinner hosted by *Relocate* magazine on 10 May, at the Shakespear's Globe Theatre on London's South Bank. Bournes won in the category Excellence in Diversity and Inclusion and fought off competition from Arpin, Bishop's Move, Restore Harrow Green, Santa Fe, Suddath and Voerman to win the Best International Removals Provider award as well.

Santa Fe Relocation won the award for Destination Services Provider of the Year (Rest of the World and Global).



● Back Row, Nick Flaxman and John Mitchell from Pluscrates; front row, Margaret and Bill Tiernan.

“You can have all the Standards, they look fantastic, but unless the guys on the ground are delivering the service, Standards mean nothing.”

Bill Tiernan

competitors to win. How does it do that? “We have to thank the teams on the ground,” said Bill. “You can have all the Standards, they look fantastic, but unless the guys on the ground are delivering the service, Standards mean nothing.” He said that the staff all buy into quality service and the crews help to design the vehicles and they choose their own uniforms. The crews will also, of course, be involved in the celebrations too.

But most importantly the crews are empowered to make their own decisions on the job. “This smooths the whole process so they don’t have to constantly ask for approval from down the line. It makes it much easier for them and provides a better service for the customers.”

Bill said that entering CMotY is simple. It just requires an entrant to provide six customers as referees who need to agree to a 20-minute phone conversation with a judge. He said that the process was easy but he had one piece of sage advice that might ring bells from schooldays for many. “You have to read the question, and answer it,” he said.



● Jeremy Chandar from Bournes at the Relocate awards 2018.

Ede's win CMotY for the seventh time

Ede's (UK) Ltd from Morden in Surrey has won the BAR's Commercial Mover of the Year Award for a remarkable seventh time.

The award was presented by sponsor Pluscrates, BAR President Tony Tickner and guest presenter Marcus Brigstocke at the BAR conference in May.

Bill Tiernan from Ede's said that the best part of the win was that it demonstrates the quality of the company's service. “We deliver

service at the highest level we can and winning seven times demonstrates our consistency in achieving this,” he said. “Most of our business comes from repeat customers and recommendations and this is one way in which our customers can recognise the quality of what we do.”

Ede's regularly beats off larger

Bishop's Move sponsors girls' football

The Bishop's Move-sponsored Oakwood Under 12s Girls' football team can hold their heads high after becoming runners up in the first ever Sussex Girls Challenge Cup Final. The team narrowly lost the final 2-1 to league rivals East Grinstead Meads on 28 April, 2018. The two teams had already met twice in the league with the first fixture finishing 5-4 to East Grinstead Meads and the returning fixture finishing 5-3 to Oakwood.

Crawley Branch Manager, Darron Day from Bishop's Move

who sponsor the club said, “It is fantastic to see the girls do so well on the pitch. Everyone at Bishop's Move has been following their progress throughout the season and have been immensely proud of what the girls have achieved. We look forward to supporting them once again next season.”

Bishop's Move is no stranger to supporting local sports clubs – the firm's Ease the Squeeze, self storage business in Brighton also sponsors AFC Sporting Under 13s Girls.



● The Oakwood Under 12s Girls' football team.



● Branch Manager Kenny Janczyk.

Bishop's Move Edinburgh launches new self-storage facility

Bishop's Move Edinburgh, part of the Bishop's Move Group, has launched a new self storage facility to help meet growing demand. The new Edinburgh Ease the Squeeze in Penicuik, Midlothian, is available for both personal and business use.

Customers of Ease the Squeeze Edinburgh have 24-hour security and free access to their storage six days a week. Also available at these new purpose-built, self-operated storage units are a range of packing materials so clients can make sure their belongings are safe and secure and readily available when they need them.

In addition to launching the new Ease the Squeeze facility, Bishop's Move Edinburgh has promoted one of its own to manage the branch. Kenny Janczyk has risen through the ranks at the company having initially joined in 2004 as an HGV driver. Since then, he has had a series of promotions with previous

positions including assistant manager and operations & sales co-ordinator. Now, he will oversee the running of the new Ease the Squeeze facility in Edinburgh.

Kenny Janczyk said, "I am honoured to have been entrusted with managing and overseeing the day-to-day operations of Ease the Squeeze Edinburgh. I've been part of the Bishop's Move Group for almost 15 years and one thing that is evident is that the company ensures they make you feel part of the family."

Alistair Bingle, Bishop's Move Managing Director said, "We are committed to ensuring our staff reach their full potential and that's why we have a tailored and highly recognised internal training programme. Kenny's appointment to branch manager is very much deserved and we are confident that Ease the Squeeze Edinburgh is in safe hands with Kenny and his wonderful team."

"I've been part of the Bishop's Move Group for almost 15 years and one thing that is evident is that the company ensures they make you feel part of the family."

Kenny Janczyk

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GDPR: who is the ICO really after?

David Jordan, *The Mover's* Deputy Editor, cuts through the rules to add a little common sense to the new GDPR regulations.



As we all know only too well, the new General Data Protection Regulation (GDPR) came into force across Europe on 25 May, 2018. During the final weeks before GDPR-Day companies were frantically sending e-mail notices to people who in many cases they'd dealt with for years, asking for permission to keep in touch and assuring them that their data would be secure in their care.

Here at *The Mover* we've been through a similar exercise, including the deletion of individuals' names from the addresses on *The Mover's* hard copy mailing list, in the belief that by doing so we are complying with the Regulation (please let us know if you would like your name reinstated by the way). We've also contacted all the thousands of people around the world on our e-mail database asking them to confirm, or otherwise, their wish to continue receiving our free monthly electronic newsletter; even though they have always been able to opt out at any time at the click of a mouse. I for one don't believe this is really protecting anyone and I doubt that it's what the new GDPR was meant to achieve.

That's not to say that I am saying tightening up the way data is gathered and used is not necessary, it clearly is, especially in the light of recent developments involving Facebook and Cambridge Analytica. The trouble is, GDPR is complex and difficult to understand, despite the emergence of so called experts and legal professionals offering their help, so most of us are adopting a 'belt and braces' approach to avoid any possibility of breaking the rules.

The fear of being fined 4% of turnover, or 20 million euros, for breaching the Regulation has put the frighteners on everyone in business, but although the ICO now has the power to impose such penalties the likelihood of it actually happening is small, except in the most extreme cases.

Speaking at the IAPP Europe Data Protection Intensive conference in London last April, Information Commissioner Elizabeth Denham said that the ICO wants to encourage businesses to comply rather than imposing massive fines for every GDPR breach.

"When we do need to apply a sanction, fines will not always be the most

appropriate or effective choice," she said. "Compulsory data protection audits, warnings, reprimands, enforcement notices and stop processing orders, are often more appropriate tools. None of these will require an organisation to write a cheque to the Treasury, but they will have a significant impact on reputation and, ultimately, companies' bottom line." But, she warned, "Hefty fines can and will be levied on those organisations that persistently, deliberately or negligently flout the law."

The commissioner went on to say that the ICO has always taken a fair and pragmatic approach to data protection with the emphasis on education and cooperation rather than prosecution and has never imposed its maximum penalty. Last year it issued fines in only 16 of the 17,300 cases it investigated.

One possible concern for the moving industry is the use of data provided by lead generation companies. We asked Colin Bradshaw, Chief Customer Officer at TwentyCi how the new regulation has affected the way they operate and if users can be sure they won't get into hot water with the ICO if a suspected GDPR breach is reported by a prospective customer.

"All our data is obtained using legitimate sources who have the appropriate permissions to use the data," said Colin. "We have done everything we can to make sure we are compliant with GDPR in both the spirit and letter of the law. If someone does have a problem with one of their customers they can refer them back to us and our team will deal with any concerns about how we obtained their data."

It is early days for GDPR and it remains to be seen exactly how the new Regulation will impact ordinary businesses going about their everyday administrative and marketing activities. Let's hope that common sense will prevail and that while we all need to make sure we respect and protect the personal data we hold, the ICO will concentrate its efforts on brining to book those who abuse their positions to adversely affect people's lives.

However, the day after GDPR came into force a friend told me she had received a cold call from a claims management company asking if she had been the subject of a data breach. Could GDPR be the next PPI wonder? I do hope not.

"When we do need to apply a sanction, fines will not always be the most appropriate or effective choice. Compulsory data protection audits, warnings, reprimands, enforcement notices and stop processing orders, are often more appropriate tools."

Elizabeth Denham



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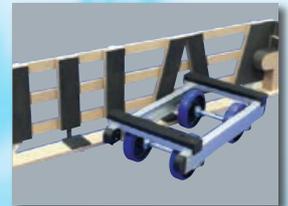


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NEWS: UK



● Masons Self Storage reception.

Masons Moving Group completes second phase of its self storage facility

Cardiff-based Masons Moving Group has completed the second phase in the development of its £1.2 million self storage facility in the Vale of Glamorgan.

The expansion project includes an additional 215 units in a greater range of sizes than before, starting from 20ft² up to 300ft², and increasing the lettable space to 45,000ft². It also introduces a whole new concept of 'Work, Rest & Store', aimed at customers looking for more flexibility when juggling the demands of their businesses.

The facility includes a newly created Business Lounge where customers can enjoy free high-speed Wi-Fi, use charging stations, work remotely and obtain a range of refreshments from a tea and coffee station and vending machine. The expanded facility also features wider corridors to accommodate larger deliveries such as palletised stock or items such as rolls of carpet and other bulky items.

For business customers receiving deliveries in their absence, there is

a dedicated stock holding area where they can receive collection and delivery support.

Gordon Mason, Director of the Masons Group said, "We chose to undertake the expansion project at Masons Self Storage as a response to customer demand, especially from the growing number of businesses that require a flexible solution to storing. The expansion project allows us to attract new customers whilst simultaneously providing unrivalled services to our existing ones. We're delighted that we can bring our customers the modern and upgraded facility that they deserve."

10% of the new complex will be dedicated to Masons' Mobile Self Storage service, providing customers with a mobile storage vault at their home or business, which is then collected by Masons and taken to the storage facility.

TwentyCi launches new MoverAlerts website

TwentyCi recently celebrated its seventh year of supplying leads to the removals and storage industry by launching a brand-new MoverAlerts website. The new site offers a host of new clients access to additional services and improved functionality, making it easier to benefit from its targeted home mover leads.

According to TwentyCi the improved site gives customers access to new types of leads, including post-mover targeting. This has been introduced following demand from storage companies wanting to contact individuals who have recently moved and may have items that don't fit into their new homes.

Matt Hawkins, Removals and Storage Sales Manager at TwentyCi said, "We are also very excited to now be able to give our clients the opportunity to receive a daily supply of leads. This new feature means that customers can either choose to continue to receive their leads weekly every Wednesday, or to move to a new daily feed. Using the leads daily

"Using the leads daily allows you to really react quickly as movers progress through their home moving journey."

Matt Hawkins

allows you to really react quickly as movers progress through their home moving journey. As soon as a property is listed as 'For Sale' or 'Under Offer/Sold' you can have your details on their door mat!"

TwentyCi's MoverAlerts currently help around 380 removals and storage companies with their marketing campaigns every week. The company's unique database of home movers covers the whole of the UK, enabling it to provide leads to moving companies in all postcode areas.

Visit <https://www.moveralerts.co.uk>.



Waltzing through a perfect move

Hamiltons Removals of Norfolk, UK has recently launched a new promotional video entitled *A Perfectly Orchestrated Move*. In the two minute movie, Hamilton's staff are seen packing a home to the backing track of *The Blue Danube* by Johann Strauss. Particularly impressive

are the sequences that add a little rock and roll to the classical piece. It's brilliant, take a look!



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Bringing customer service online with live chat

Andy Soloman, Founder and CEO of Yomdel, says that he has always been interested how the digital customer experience can be improved. He wanted to provide the same level of service that customers get on the high street, online, where customers had been expected to do everything for themselves.

Andy believes that the most important source of leads for a removals company is their own website, and not third party leads providers. He says that with GDPR, the new data protection regulations, it is more important than ever that companies take control of their lead generation and how they use peoples' personal data. "Moving digital marketing spend to their own websites means they not only can be sure of being GDPR compliant through getting the correct permissions, but also that they generate high quality and exclusive leads," he said. "One thing is certain: every removals business in the UK needs to be a digital business."

Yomdel was the first company in the UK to offer intelligent 24/7 managed live chat and the company continues to innovate as it positions itself as a business growth partner to its numerous clients. Estate agents and removals companies using Yomdel include Robinsons Relocation, Chestertons, EweMove, Belvoir and many

other national, regional and local brands. Yomdel services can be used on any website for online sales, lead generation or customer service and support.

Helping moving companies

Andy said that Yomdel helps removals companies generate significantly more business. "Most people visiting removals websites come and go without making contact, but if you offer a fantastic digital customer experience through providing managed live chat, conversion rates significantly increase and that means more leads and more business," he explained. "Add to this that 49.1% of people visit outside of standard business hours, so those firms using Yomdel are also able to capture significant extra opportunities just when their offices are closed. Our removals clients boost conversions by an average 52.3%, and the customer satisfaction scores currently range from an amazing 98% to an incredible 100%. The ROI often runs into thousands of percent."

Why use live chat?

According to Andy, live chat is no longer an option. He said that the best businesses will be using all available channels to communicate with existing and prospective clients, and this should include live chat alongside web forms, telephone, text messaging and social media channels. "The interesting thing about intelligently executed live chat is that many people who otherwise would not have made contact, will do so via chat," he said. "They often have simple questions and if they get professional service and instant responses, they can then be nurtured to start a process that results in them becoming loyal customers. We have a globally-leading 15-second average response time, and I'm immensely proud of the exceptional digital customer experience we deliver for our clients."

How it's done

To get a moving company started using live chat Yomdel provides a short snippet of code which takes a couple of minutes to place on the website. "We also do all the heavy lifting and create detailed knowledge banks and key operator questions on a client's behalf," said Andy. "Of course, we will have a few questions, but to get started it is as easy as it could be. And of course, it is all white-labelled, so our operators become a genuine extension of an agent's own team."

To find out more about Yomdel and how live chat can help your business visit: www.yomdel.com.

"Most people visiting removals websites come and go without making contact, but if you offer a fantastic digital customer experience through providing managed live chat, conversion rates significantly increase ..."

Andy Soloman



NEWS: INTERNATIONAL



● BIFA has been challenging the legitimacy of surcharges for many years.

BIFA calls for end to surcharges

The British International Freight Association (BIFA) has called for an end to surcharges imposed by shipping lines.

This follows recent announcements by the world's leading container shipping companies, almost in unison, that they would be levying 'emergency' bunker surcharges in response to rising fuel costs.

"Forwarders do not like shipping line surcharges of whatever nature and we have been challenging their legitimacy on behalf of our members, and their customers, for many years," said Robert Keen, BIFA Director

"If a shipper enters a contract to buy goods they should know exactly what they are paying and that price should not change."

Robert Keen

General. "In the past, we have seen equipment imbalance surcharges, peak season surcharges and currency surcharges, in addition to fuel surcharges. The number of surcharges and fees continues to grow, often with no real explanation or justification. For instance, what does an extra 'administration fee' or 'container sealing fee' cover that is not in the standard service offered?"

Shippers can also be asked to pay surcharges when there is port congestion caused by labour unrest or bad weather, or haulage surcharges when there is a shortage of HGV drivers. BIFA says that forwarders do all they can to minimise the effects of the surcharges but in the end at least some of the costs need to be passed on to the customers. "There is sometimes an unfair perception that our members are to blame," said Robert. "If a shipper enters a contract to buy goods they should know exactly what they are paying and that price should not change."

According to iContainers, however, the trickle-down cost, while frustrating for shippers, is a fair move by the shipping lines. "The Emergency Bunker Surcharge is a result of market movements," said Klaus Lysal, Vice President of Operations at iContainers. "It's fair for carriers to pass this additional cost on to their clients since it's a cost that they do not control and can change drastically depending on factors that they have absolutely no influence over. The exasperation felt by shippers is completely understandable and natural. But despite the backlash, I reckon some shippers would prefer to pay a little more overall and have fewer surprises come into their supply chains such as changes to rates and services."

EuRA RECOGNISES EXCEPTIONAL PARTNERS

The Executive Group of EuRA, the European Relocation Association, surprised Air Animal Pet Movers founder Dr Walter Woolf and his wife Linda by presenting them with the Exceptional Partnership Award during its annual meeting in Dubrovnik, Croatia in April.

The EuRA Executive Group recognised Walter and Linda for their commitment and loyalty to each other and to the EuRA family.

Michelle Bramstoft of EuRA Northern Region said to the assembled members, "Loving, loyal and longevity. Three words that come to mind when we think of the recipients." Isabel Cudel from EuRA Southern Region added, "Both are blessed with partners in business and in life who are the bubbles in their champagne."

Air Animal Pet Movers based in Tampa, Florida, has moved more than 100,000 pets for families relocating around the globe and is an appointed IATA air cargo sales agency working with all airlines that move animals.



● Dr Walter Woolf and his wife Linda receiving the award.

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ARPIN INTERNATIONAL GROUP RECEIVES PLUS PARTNER AWARD

Arpin International Group has been recognised as an inaugural recipient of a Plus Partner Award, which celebrates the collaborative efforts of Arpin and Plus Relocation to deliver world class global mobility solutions.

"On behalf of the Plus global team at Arpin, we are very happy and proud to receive the Plus Values award," said Bridget Ritchie, Vice President of Global Business development at Arpin Group, Inc. "Plus Relocation is a long time, valued client partner to Arpin and we have engrained the Plus core values into our culture and approach. We are thrilled to be the inaugural recipient of this award."

The award nomination came from Plus Relocation employees and was then voted on by the company's global supply chain team and top executives. The new awards cover five categories that highlight how supplier partners reflect Plus Relocation's culture, as well as going beyond day-to-day expectations to meet the needs of Plus clients and relocating employees.

"This year's recipients reflect a great history of Plus partnerships while also reflecting the forward-thinking mindset Plus has for itself and our partners," said Tracy Gatlin, Plus Relocation's Vice President of Global Supply Chain.



● Bridget Ritchie.



Suddath wins CIO 100 award

The Suddath Companies received the CIO 100 Award for its leadership in industry innovation.

The prestigious annual award recognises organisations around the world that exemplify the highest level of operational and strategic excellence, and celebrate the innovative use of technology to deliver genuine business value.

Suddath won the award for its development of Tracker, powered by Telesciosm, a patent-pending industry-first technology cited as a game-changer for corporate office moves. The application brings consistency to late stage move planning and the physical move process. Features include inventory tracking, real-time status updates and digital quality management to deliver improved accuracy, as well as increased transparency for the customer and reduced business disruption.

"Innovation is one of our core values at Suddath," said Mark Scullion, President of Suddath Workplace and Commercial Solutions. "Not only is yesterday's approach inefficient, but it is very risky because many in the industry do commercial moves with last-century accountability. Our technology team, at the request of our business lines, developed proprietary technology to bring control and accountability to the relocation process. We are thankful for the partners we have in our technology team and look forward to seeing more in the future."

Executives from the winning companies will be recognised at The CIO 100 Symposium & Awards Ceremony on Wednesday, August 15, at the Terranea Resort in Rancho Palos Verdes, California.

ARPIN RECOGNISED BY NEW ENGLAND INSTITUTE OF TECHNOLOGY

The New England Institute of Technology (NEIT) recently held a dedication ceremony at its East Greenwich campus in recognition of the many generous donations made by organisations and friends of the university as its recent campus expansion project is now complete. Special thanks went to Arpin Van Lines for its generous donation of \$25,000 with NEIT dedicating a lounge area to Paul Arpin.

The Paul G. Arpin Lounge is a spacious fire-placed sitting area located on the first floor of NEIT's first-ever 400+ bed residence hall that provides a comfortable space for students to relax and socialise. Taylor Arpin, the grandson of the late Paul Arpin, represented the company at the dedication ceremony. He spoke about the common interest that Arpin Van Lines and NEIT share in the use of renewable energy in vehicles.

"It is an honour to unveil this space dedicated to my grandfather," said Taylor Arpin. "He was always focussed on being ready for the future and was a mentor to the next generation – just as NEIT is working hard to prepare its students for a rapidly changing world. I know that he would be proud to see all the work we have accomplished."

NEIT President Richard I Gouse said, "We are so pleased that Arpin Van Lines is participating in the growth and evolution of our university. We are grateful to this fine organisation for their generosity and commitment to our students. We are proud to display their name in the lounge area of our new residence hall which is home to students from around the world."

"We are so pleased that Arpin Van Lines is participating in the growth and evolution of our university.

Richard I Gouse

PROFILE: HARMONY RELOCATION NETWORK



Moving in Harmony

Steve Jordan visits the Harmony Relocation Network head office in The Netherlands to find out more about this rapidly-growing organisation.

The story of the development of Harmony is complex. Every conversation I had about the company gave me another part of the jigsaw but the complete picture remained elusive. I decided to trek to the company's headquarters in Weesp, Netherlands, to talk to Managing Director Paul Bernardt and Marketing Manager Vanessa Cremers, to gather the remaining pieces.

Paul and Vanessa explained that UTS Europe (the forerunner of Harmony) was a joint Dutch/German initiative set up in 1992 with North American Van Lines as 40% shareholder. It was a great success. "People wanted to be involved," said Vanessa. "It was a bit like oil spreading on water." Throughout the nineties it prospered and, around 1995, developed into a sales operation for corporate international work. However, in 1999,

when North American and Allied were both bought by a large US investment company, there was a conflict of interest so UTS separated.

The next incarnation came 18 months later when UTS signed an agreement with UniGroup. "The relationship was already strong between us as some of the North American people had joined UniGroup," explained Paul. From 2001 the new alliance, branded as UniGroup

PROFILE: HARMONY RELOCATION NETWORK

● Left to right: Frederik van der Heijden, Director Operations and Shares Services; Peter Harsma, Finance and IT Director; Vanessa Cremers, Marketing and Communications Manager; Paul Bernardt, Managing Director.



Worldwide UTS, started to further expand internationally with UniGroup as its US partner. For more than a decade, the relationship prospered. Then the road got a little bumpy.

The UTS brand was under attack in the US by UPS that felt consumers would be confused by the similarity in the names. UTS won the ensuing court case on a technicality but to prevent any possibility of further problems, the group changed its name to UniGroup Relocation (Network). "We felt that the market wanted to see us as one company," said Paul. "It's easier to sell a single brand, whereby the brand itself also tells what it does."

Less than a year later UniGroup invested in its own assets around Europe and, effectively, the alliance partners became competitors. This made the relationship

untenable. "Under competition law, if you are competing in the same market you can't even mention the word 'customer'," said Paul. The organisations decided to separate on good terms. "It was all done very professionally, there was no fall out, it was a good exit."

In 2015 a new name had to be found once again. The name Harmony was chosen as it was felt that it reflected the image and purpose of the organisation.

The word 'harmony' also means the same in 45 languages spoken in 150 countries, and creates the same emotions. "We wanted to show that our members are local companies, craftsmen, family owned and proud of their heritage; that's what differentiates us from our competition," said Vanessa. "It is our power."

Vanessa explained that it was still a big ask for the members. "Only two years *continues over*

"It was a totally new brand unknown to the industry and we asked them to have faith in the new branding and implement just before the peak season."

Vanessa Cremers

PROFILE: HARMONY RELOCATION NETWORK



“It’s now a completely different profile of members. Most of the original German and Dutch members of ‘UTS’ have left but another 27, bigger companies have joined.”

Paul Bernardt

continued from previous page

before they had been asked to change their branding and now they were required to do it again including stationery, trucks, e-mail signatures, etc,” she said. “It was a totally new brand unknown to the industry and we asked them to have faith in the new branding and implement just before the peak season.” The pill was sweetened by a change of strategy where the member company became the local leading organisation, supported by the shared services centre of Harmony. “It meant that their own brands became the dominant brand, supported by the network brand.” Their Harmony Proud Member logo was made with their own corporate colour, to show the firm relationship. Only the head office uses the turquoise Harmony logo without the Proud member element.

The commercial co-operative, as Paul likes Harmony to be known, remained strong, despite the upheaval. The Board also decided not to seek another alliance in the US but to work on expansion with members there, just like in the rest of the world. “We spoke to Suddath because we knew the company, it has huge international business, and had just bought Secor in Washington, DC which was a co-owner of Red Sky software,” he said. “Suddath was also trying to decide how to expand internationally and wanted to do so through a commercial network. It was a good fit.”

At this time Harmony also changed its business model to cease its direct sales operations and focus entirely on providing support services. When the organisation was made up of smaller member companies it was necessary to provide a central sales service. With large bookers involved this was no longer necessary or possible. “Our members are the hunters. That’s the way the larger bookers like it. We stick to developing activities that are better done centrally, and where we truly add value.”

Since the change, the staff at Harmony has reduced from around 35 people to 18. “It’s now a completely different profile of members. Most of the original German and Dutch members of ‘UTS’ have left but another 27, bigger companies have joined.” Paul explained that it is now the big bookers that brought in the business with the smaller members and the central office providing the support. He said that companies are encouraged to keep the tonnage within the network but are not required to do so. “Our task is to make working within the network so attractive that it becomes the logical choice, and business within the network is growing fast.”

Since then Harmony has expanded in the US with the inclusion of New World in Chicago; Daryl Flood in Dallas; and Champion International in Pittsburgh. “Now we have four excellent companies in the US and we need to give them the time to feel comfortable with the network,” said Paul. Harmony is also expanding in Europe with the recent addition of Gropiron in France, and Harsch and Kehrl + Oeler in Switzerland.

The shared services provided by Harmony are extensive. It is, for example, the only organisation in the industry that has successfully implemented a financial netting system and has made it mandatory with all members; it provides insurance, a group ISO programme, billing services, software, data processing, sales training and training for compliance and GDPR; and it has the ability to provide fast, comprehensive information for RFPs giving competitive cost prices allowing members to determine their own margins and respond quickly and inexpensively. All services are supplied on a pay-as-you-go basis. Even some of the larger Harmony members prefer to use the central services rather than hire specialist staff.

Harmony members are required to comply with a strict code of conduct. Membership is open to any company,

as long as Harmony believe it to be of benefit to the organisation as a whole, and subject to a reference check and passing a physical inspection. Local members do not have a veto on new members joining, however, it is important to keep a good balance between the number of members in any country, and the size of the market. Harmony prefers members to be FIDI or at least going through the application process. All members undergo both an internal and external audit every three years.

Membership is in three categories: full membership with full voting rights; system membership with half voting rights; and branch membership. Members pay a fixed fee, and a variable fee on a scale depending on the volume of business received from the network. A large net booker, for example, would pay significantly less than a net receiver. “We see this as a fair allocation of the costs,” said Paul.

Harmony has been through some challenging times in recent years, it has changed its name, changed its business model and started to attract a completely different kind of company into membership. “We are now stable, growing, deliberate in what we do and who we talk to and, I believe, on the right track,” said Paul. “Our main recruitment effort is currently in Latin America as we are ‘only’ represented in Chile, Brazil and Mexico.” Steve Crooks joined the company 18 months ago specifically to manage the American recruitment programme.

How big will Harmony become? Today it is represented in 55 of the world’s 195 countries. Paul believes that it could easily be twice the size or more. Out of 54 African countries, for example, it has members in only three. But covering the whole globe will be difficult and probably unnecessary. Where will it be next year at this time ... nobody knows ... except, probably, Paul and Vanessa.



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NEWS: INTERNATIONAL



● DNV GL's white paper is intended to help the shipping industry prepare for the upcoming Global Sulphur Cap.

DNV GL launches alternative fuels white paper

Classification society DNV GL has issued a new white paper which assesses a range of alternative fuels and technologies.

The white paper *Alternative fuels and technologies for greener shipping* examines the price, availability, regulatory challenges and environmental benefits of alternative fuels and technologies, including LNG, LPG, hydrogen, fuel cells, and hybrid and battery technologies, and comparing them to the use of conventional fuel with scrubbers and new low sulphur alternatives. Through the new white paper DNV GL intends to offer the shipping industry insights that will help them in their preparations for the upcoming Global Sulphur Cap, which is due to come into effect

on 1 January, 2020.

"The incoming International Maritime Organization (IMO) sulphur cap on emissions from shipping could have a significant effect on the maritime industry, and it has the potential to be a game changer for alternative fuels," said Trond Hodne, Senior Vice President, Sales & Marketing Director at DNV GL – Maritime. "Our new white paper is designed to set out the options for interested stakeholders and to offer a balanced assessment of the potential of these fuels and technologies going forward. We hope that by doing so we can add to the growing body of knowledge

and enable investment decisions to be made with greater certainty and confidence."

The technologies and fuels considered in the white paper are many of the most commonly used in the shipping industry today: LNG, LPG, methanol, biofuel, hydrogen, battery systems, fuel cell systems, and wind-assisted propulsion. The white paper identifies and examines the factors that will affect the uptake and acceptance of alternative fuels and technologies in shipping, including: environmental compatibility, availability, fuel costs and the international rules within the IGF Code. Over the short term, the white paper foresees that the vast majority of conventionally fuelled vessels already in service will either switch to low sulphur conventional fuels or implement a scrubber system while continuing to use heavy fuel oil (HFO).

For newbuilding vessels, the sulphur cap could be a major driver for alternative fuels, and DNV GL's Gerd Würsig, Business Director Alternative fuelled ships, at DNV GL – Maritime, believes that LNG is the prime contender among them: "LNG has already overcome the barriers related to international legislation and is available in sufficient quantities today to meet the requirements of the shipping industry for many years. It also fits within the trend of demands to lower emissions of CO₂, NO_x and particulate matter. At the end of the day however, the best concept for a given application needs to be determined by the shipowner on a case-by-case basis, and at DNV GL we are ready to assist in finding the best solution."

GROSPIRON INTERNATIONAL WINS OMNI GOLD AWARD

Grospiron International, an FG Holding Mobility Company, has been awarded the prestigious OMNI (Overseas Moving Network International) Gold Award for the largest shipper of household goods in the European region.

Grospiron International has been a member of OMNI for nearly 30 years.



● Grospiron President Jean-Luc Haddad (left) receives the award from OMNI President Keith Meader.

EUROMOVERS and EUROVAN join forces in Long-Distance Traffic Dispatch

EUROMOVERS International SA and EUROVAN have announced their intention to more closely collaborate in European Long-Distance Traffic dispatching. At the core of the operation is EUROVAN's central Long-Distance Traffic Disposition in Mannheim, including its dispatchers and internal IT-support system.

Through this closer cooperation the existing resources can be applied more efficiently to meet customer requirements during peak seasons.

Andreas Koelling, General Manager of EUROVAN said that the ongoing reduction in available capacities and the increase in



regulatory requirements make it necessary to seek alternative solutions.

Thomas Juchum, General Manager of EUROMOVERS International SA, Luxembourg, said, "Through this closer collaboration we

can not only meet the developments in this sector but also provide the basis for further mutual projects."

"The removals market is in the process of change. On the one hand, there is a growing demand for individual, flexible transportation-service solutions, while at the same time the number of establishments active in this field is reducing."

For further information on this development, please contact Thomas Juchum at thomas.juchum@euromovers.com or Tobia Crisostomo at Crisostomo@eurovan.com.

Visit: www.euromovers.com and www.eurovan.com.

Is Caen the new Calais?

As security tightens at the port of Calais, the city of Caen is fast becoming the pressure point for illegal migrants intent on reaching the UK by whatever means possible – usually on the back of a truck.

In a television interview by Victoria Derbyshire on 30 May, the Road Haulage Association's managing director of policy and public affairs, Rod McKenzie said, "We have evidence of real and present threat to the lives of lorry drivers who are just trying to do their job – getting goods to the UK. Real problems occur when lorries are forced to stop by makeshift roadblocks where migrant gangs attempt to get on board – frequently with threats of violence. We have also been told of threats of rape towards female drivers. There's no question that the risk to drivers is significant and the situation is deteriorating."

Asked about the plight of migrants, McKenzie said that although he understood why migrants are desperate to reach the UK the French authorities need to do more to ensure hauliers can operate safely.

He said, "Drivers have a human right to complete their journeys in

safety, and while we acknowledge that the police and security forces are doing their best, they are heavily outnumbered. Since the issue of illegal migrants hit the headlines during the summer of 2015, we've been calling for the deployment of the French military – only they have the resources necessary to bring the situation under control. Such is the determination of illegal migrants to reach the UK, fencing and concrete walls are only a very small part of the solution to a Europe-wide problem."



● Rod McKenzie.

"There's no question that the risk to drivers is significant and the situation is deteriorating."

Rod McKenzie

Raffles in Singapore joins PAIMA

Raffles Relocation & Mobility in Singapore has joined PAIMA.

The company is led by Maneesh Sharma, the former Regional Head of HSBC, Regional Head American Express, and CEO of International SOS.

He said that he wanted to call the company Raffles Relocation & Mobility primarily because the name Raffles in Singapore is synonymous with quality. However, Maneesh was keen to point out that his company has nothing to do with a company of a similar name that once existed in Singapore. "We bought their assets, which were primarily their phone numbers and fax lines, hoping that it would give us a jump start

however it didn't," he said. "Everything the company has achieved so far has been on its own merit and the will-to-win attitude of the team."

Asked why he had joined PAIMA Maneesh said that when he started the company back in 2015 PAIMA was the first organisation to invite him to its conference as a guest. "I was impressed with the structure of the event and how the one-to-one meetings were arranged," he said. "I felt that joining PAIMA would help me grow my business and with my contacts around the world I hope I will be able to help other members grow theirs."

As well as PAIMA, Raffles Relocation & Mobility is a member of IAM, Worldwide ERC and is currently in the process of acquiring their FIDI FAIM Plus accreditation. They claim to be the first relocation company in Asia to have acquired the ISO 9001:2015 certification in the year 2016.

EUROMOVERS clarifies identity confusion in Dubai

EUROMOVERS International SA, the global network of professional moving companies with its head office in the Grand Duchy of Luxembourg, would like to advise the moving industry that it has no connection with another organisation that trades under the name of Euromovers in Dubai.

Thomas Juchum, General Manager of EUROMOVERS in Luxembourg, said that the people behind the company in Dubai appear to be those who previously operated Euro Movers International LLC Dubai that also used the Euromovers name.

In January last year Thomas reported that his organisation had received e-mails from this company's customers complaining about its service. The problem is now continuing with this new entity in Dubai. "Just as before, some people assume that this organisation is a subsidiary or a member of our network," said Thomas. "It has absolutely nothing to do with us."

EUROMOVERS International SA in Luxembourg serves as the headquarters for an organisation of medium-sized, family-owned moving companies in Europe and overseas. "We have our own agents available in the UAE and other

countries of the Middle East," said Thomas. "Euro Fastline Movers, just like its predecessor, never has, nor will ever be connected with our international service network."

Thomas said that he was unable to help customers or moving companies resolve disputes with the organisation in Dubai. He suggested that customers should contact: www.dubaichamber.com/en/contact or www.consumerrights.ae/en/Aboutus/Pages/Contactus.aspx.

Customers looking for moving services to or from the UAE are invited to contact the EUROMOVERS headquarters by e-mail: info@euromovers.com or search for a network partner at www.euromovers.com/our-network.



● Thomas Juchum.



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RELOCATION: MEXICO



Mexico: a country of expats and exports

Rick Hosea from Dewitt Move Worldwide, looks at the Mexican market from his grandstand position just across the US border in San Diego.

When most of us think of Mexico, the first things that come to mind are white sandy beaches, blue sunny skies, green tropical vegetation, and great food. Most people see this country as a place of leisure, vacation, golf, and yes, great fishing. What many don't realize is that for the past ten years, this is where international business has been thriving and manufacturing plants have been opening at a rate like nowhere else.

Automobiles, aerospace and technology products built here are exported all over the world. International companies are buying land to develop world-class facilities in states such as Nuevo Leon, Sonora, Coahuila, Puebla, Hidalgo, Guanajuato, Yucatan, and Quintana Roo. The Beijing Automotive Industry Holding Company, commonly known as BAIC, has recently chosen a new site for its \$2 billion-dollar construction project for its new assembly plant.

Mexico has enjoyed a rising market place with the economic potential for continued growth well into the future. As we look at the economical drivers in play, the auto industry has been called the crown jewel of their manufacturing bonanza, with record exports of light vehicles and auto parts alike. There are

currently 18 production complexes located in 11 states. These manufacturing plants generate a range of activities including assembly, armouring, casting, and stamping of vehicles and engines for a variety of manufactures. Currently, there are 48 different car and light truck models being produced by 12 different OMEs in facilities located in several Mexican states.

Mexico Now asserts that the country is ranked the seventh largest light vehicle producer in the world right behind China, the US, Japan, Germany, India, and South Korea. According to their research, Mexico is the fourth largest exporter of automobile parts, which means that this country is depending on a favourable and timely outcome in the ongoing NAFTA (North American Free Trade Agreement) negotiations between Mexico, the US, and Canada. *Mexico Now* also reported that the country will enjoy a continuous production increase in light vehicles with forecasts reaching 4.6 million units by 2020. A failed deal on NAFTA would be a setback for Mexico and its ability to see continued growth in manufacturing and exports.

Growing expat community

Mexico's auto industry currently boasts somewhere around 600,000 highly-paid

positions in areas such as engineering, technical labour, and other skilled labour. It has been reported that 85% of those positions are directly related to the manufacturing of auto parts and about 15% are in the actual plants where light vehicles are assembled. Many of these jobs are being filled by expats who have been relocated to train, manage, and oversee the production of these parts and vehicles. There are more than 60 of those automobile plants located all over Mexico. Many of those workers are coming from Korea, Japan, Germany, and even from the US. The other areas where we see future growth are the aerospace and the electronics industries. Both these areas continue to have high demand for talent that cannot be found locally.

Although there is a push to educate the local population, many of those positions are currently sourced from other countries around the globe. In the aerospace industry alone, employment has gone from 13,000 in 2004 to a projected 75,000 by 2020. At the end of 2013, the figure had reached 53,000. According to the research completed by *Mexico Now*, the country will see an increase of 5,000 new jobs year after year in the areas of engineering, assembly, technicians, administration, and skilled labour. This



● It is claimed the Mexico is ranked the seventh largest light vehicle producer in the world.

For those of us in the relocation business, the success of Mexico strengthens our needs to focus on and advance our relocation capacity for shipments to and from this country.

rate of projected employment will require that talent be sought outside of Mexico; therefore, a growing number of relocations to many of the states hosting foreign manufacturers will be needed.

Expanding GDP

As we witness the increase in globalisation, Mexico has grown its GDP respectably since 1994 to 2017 at a rate of 2.5%. Mexico's exports are growing at a much faster rate than the rest of the world, as they reached 10% from January to October 2017 according to the OECD (Organisation for Economic Co-operation and Development). Their exports were topping 9% in a year that saw the world's exports around 3.6%. The OECD cited that most of those exports were made by multinational corporations established in Mexico.

More foreign investment

Foreign investments grew at a rate of 9% in 2017 over the same period in 2016, which is why we see continued foreign interest in Mexico. International companies seek out new sites with intentions of building manufacturing plants to produce and export their goods around the globe. The North American Free Trade Agreement negotiations continue to linger resulting in uncertainty for the region. The pace of discussions can only be described as sluggish, to say the least. The challenges seem to be surrounding the automotive industry, with the US attempting to improve America's interests by re-drafting NAFTA to level out matters such as wages in Mexico, which are currently disproportionate causing a disadvantage to the US automobile industry. Just recently the US has softened up on its requests to have 85% of the major components such as engines, transmissions, and drive trains manufactured in the US down to 75%. These negotiations have been going on since last year and affect 1.2 trillion dollars of trade amongst the US, Canada, and Mexico.

Relocation industry needs to work together

For those of us in the relocation business, the success of Mexico strengthens our needs to focus on and advance our relocation capacity for shipments to and from this country. This is necessary if we are to meet the needs of our clients' expanding operations in Mexico. We know that coming up with the right programme, placing more attention on quality, and monitoring the performance of our partners will allow us to capture the confidence of our clients. This would be a big step in a market which has been

plaguing our industry with quality challenges, interruptions, and various customer service snags in the past. We know that partnering with a quality relocation organisation in Mexico is a good step toward improving overall service in this country. If we are to exceed the needs of consumers, we need to have a secure supply chain to reach beyond their expectations.

Mexico challenges

We know that relocating a sophisticated workforce to many countries in Latin America can pose challenges from country to country, but when we see these same challenges within Mexico on moves from state to state and from port to port, it can be frustrating. We have found that getting to know our partners and their capabilities at each port of entry can make the process much easier. A good customs broker will know what the local customs officials will need before the shipment even arrives. This will save both time and money and will allow the shipment to continue its journey with little to no interruptions.

As we continue to watch Mexico grow its exports in auto manufacturing, aerospace, electronics, and technology, we must find ways to better support the relocation needs of our clients and their staff to this country. To accomplish this, we need to stay tuned to the ongoing changes with such things as NAFTA and other current events that impact global mobility, which in turn has an effect on growth in such countries. Fingers crossed we hope to see a favourable outcome to the NAFTA discussions, because there is much at stake as this doesn't just affect North America. The outcome of these negotiations will also have global implications for many multinational companies that depend on a strong free trade agreement for the movement of their goods. The other variable we will be watching closely will be the upcoming presidential elections in Mexico, as this can have an influence on the outcome of NAFTA depending on who will be elected.

Rick Hosea

Rick is responsible for corporate business development for Dewitt Move Worldwide in San Diego. He has recently joined the company after spending most of his working life in the moving business. Being close to the Mexican border, he is developing a high quality moving service to and from Mexico to serve corporate and private clients.



TRANSPORT: VAN EXCELLENCE SCHEME



● FTA's Head of Vans, Mark Cartwright.

What is the FTA's Van Excellence scheme all about?

FTA's Van Excellence scheme is now seven years old. Deputy Editor David Jordan went along to the scheme's annual Operational Briefing to learn what it has to offer.

Every year FTA Van Excellence runs Operational Briefings at locations around the UK. I attended the event in Oxford at the Kassam Stadium, which was sandwiched between similar meetings in Derby and Glasgow during April. The aim of the Briefings is to encourage best practice by those operating vans, whether they manage a single vehicle or a large fleet. Each year has its own theme and this time it was driver wellbeing that came under the spotlight with expert speakers from a range of organisations involved in driver training, telematics, mental health and driver behaviour.

An impressive audience of around 180 people from organisations large and small were welcomed to the event by FTA's Head of Vans, Mark Cartwright who went on to introduce the speakers, which

included Paul Ripley, a world authority on driver behaviour and education; Martin Clark, a former Traffic Police Officer; and Andy Price, one of Europe's leading specialists in work-related road risk management. Subjects included the on-going menace of using mobile phones - even when hands-free - driver fatigue and the need for regular driver assessments. Later there were group discussions on how to recognise stress and other mental issues among drivers, which could affect their ability to drive safely.

Throughout the day the buzz around the room was very positive and everyone I talked to said the day had been worthwhile and beneficial to their business.

I was keen to find out more about Van Excellence, so I arranged to meet Mark Cartwright a couple of weeks later at the CV Show to see what was involved in

becoming a member - or to use the official FTA terminology - an Accredited Operator and what businesses could expect to get out of it.

I asked Mark if Van Excellence was only available to FTA members. "No absolutely not, it's nice if companies are FTA members, but this is a separate scheme and it's open to everyone whether they operate one van or thousands."

So, what's the point of joining the scheme? "It's all about professionalising the driving and operation of vans," said Mark. "In the truck world companies need an operator's licence with all that that entails. With vans they don't - although the legislation in terms of health and safety is pretty much the same - so it's important for van operators to have standards and records in place to prove their vehicles and drivers are managed in a safe and professional manner. Apart from anything else, if something does go wrong they will be able to demonstrate that they did all they could to reduce the risks."

Mark says vans can be divided into two categories, doing vans and carrying vans; doing vans being used by people such as plumbers and service engineers, while carrying vans are used for delivering goods. "It's unlikely that a plumber, for example, would consider himself to be a professional driver, but as he's driving as part of his job the rules apply just the same," said Mark. FTA estimates that around 80% of vans are 'doing' vans.

FTA made a video last year that graphically illustrates the nightmare of a van driver being involved in an accident and the penalties that could result for both the driver and his employer as a result of substandard maintenance and careless driving. The video, *One Fateful Day*, can be downloaded by scanning the QR code below.

To join the Van Excellence scheme applicants must undergo an audit by FTA covering three main categories: Vehicles, Drivers and Organisation. "The joining process is very supportive," said Mark. "Our aim is to raise standards, so if some areas of the business fall short we'll help the applicant make improvements before the audit takes place, we're not in the business of telling people they've failed and then walking away."

Prospective applicants can view The Van Excellence Code of Practice on the FTA website to check how their company measures up and if necessary make changes before applying to become an Accredited Operator.

"In the truck world companies need an operator's licence with all that that entails. With vans they don't - although the legislation in terms of health and safety is pretty much the same - so it's important for van operators to have standards ..."

Mark Cartwright



Scan the QR code to download the video. For more information visit www.fta.co.uk.



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COVER STORY: EUROMOVERS CONFERENCE

EUROMOVERS in Prague

EUROMOVERS had its 2018 convention in the stunning city of Prague in May. The location was the Grand Majestic Plaza close to the centre of the city, just a short amble to Old Town Square and the famous Charles Bridge.



The event is spread over three days including the welcome party on the first evening. Attendance was high, around 90 people who, as is the norm at EUROMOVERS, ensured that every business session was fully attended with enthusiastic participation throughout.

Denis Zonneveld, Dijkshoorn Euromovers, Netherlands, EUROMOVERS Chairman presided over the AGM, thanked the sponsors and welcomed the delegates to Prague. Thomas Juchum, EUROMOVERS General Manager brought his unique brand of German efficiency and humour to proceedings in his annual report which includes a comprehensive

rating of every member's performance throughout the year, out of a possible five marks and compared with the average for the group. This would appear to be unique in the moving industry and is a valuable sales tool for those companies that do well in the rankings. It also provides great encouragement to the remainder to improve or maintain their rankings throughout the year (see table).

In responses from 78,000 clients over 95% rated EUROMOVERS members service as either good or excellent.

Other presenters during the conference included: Michael Vincenec from KAE in Prague representing the local member; Nicolaas Kremer from Most Mobile and



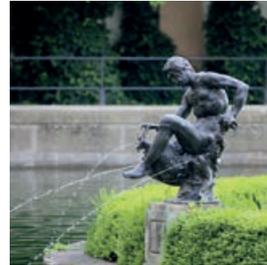
● Above: Thomas Juchum;
below: Denis Zonneveld;
right: a business session.



COVER STORY: EUROMOVERS CONFERENCE



● Above and right: walking tour of Prague; below: boat trip.



TOP PERFORMERS	
Quality of administration	
Fukuoka Soko (Japan)	4.75
KAE International (Prague)	4.83
Pioneer Movers (Kuala Lumpur)	4.88
Quality of operator performance	
Global Packing (Brazil)	4.78
KAE International (Prague)	4.83
Pioneer Movers (Kuala Lumpur)	4.86
Financial responsibility	
Gebr. Roggendorf (Germany)	4.73
Fukuoka Soko (Japan)	4.75
Global Packing (Brazil)	4.80

the organisation's marketing manager.

The business sessions were long and intense for the most part but EUROMOVERS members were happy to let their hair down when the work was over. The first night's dinner was held in the hotel with Luigi Briotti from Euromovers 2000 in Milan adding his customary and always welcome blast of opera. After the work was done it was time for a little sight-seeing both on foot around the town and with a short boat trip on the Vltava river to see the city from a different angle. The final night involved a short walk across town to the Pavouka restaurant for a medieval dinner with entertainment from fist-fighting, sword wielding, testosterone-fuelled chaps and altogether more gentele belly dancing girls. Just an average night in Prague!

Prague itself was stunningly beautiful as always but busy in the springtime with tourists, and a constant stream of stag and hen parties to add a little spark to proceedings. The French air traffic controllers, ably assisted by violent storms across northern Europe, contributed to travel woes for some as they battled delayed and cancelled flights home. A small price to pay, however, for a thoroughly enjoyable event.

The business sessions were long and intense for the most part but EUROMOVERS members were happy to let their hair down when the work was over.



● Luigi sings.



● Above, left and below: medieval entertainment at the Pavouka restaurant.



Sensory Technology demonstrating the company's tracking technology; Erik Pettersson and Taavi Suorsa from Scan2Move presenting their system for electronic inventory capture; Guillaume Rochman from Sofrapak showing his custom-made cartons designed to take the place of timber cases or crates; David Woodhouse the new general manager of QSS; Woody Zobel from ETSA explaining the FMC regulations for shipments into the USA; Aad Stormann from ABS containers; and Gerard Geutenbeek from Roldo Rent with his annual, and unique look into the future. The business sessions were moderated by Steve Jordan, Editor of *The Mover* magazine.

EUROMOVERS had chosen a local charity, SKP HOPO, a Prague-based organisation dedicated to helping homeless members of the Romano community, as a legacy project. The event raised a total of €3,000 which was gratefully received by Gabriela Selinger,

NEWS: ON THE ROAD



● Volvo's Hazard Light Alert has been available in Sweden and Norway since 2016.

Avoid clean air knee-jerk response

The Road Haulage Association (RHA) is calling on the UK government to avoid a knee-jerk response to clean air legal action from the European Commission. The call follows an announcement that the European Commission is taking the government to court over its failure to meet EU standards on pollution.

A recent court ruling brought by Client Earth has already seen the government speed up clean air zone plans which could force many hauliers out of towns and cities. The RHA believes huge fines for all but Euro VI lorries is bad for business and will see more vans on urban roads, which will mean more congestion and more pollution. The Association urges the government to avoid imposing more punitive measures on the haulage sector following the court action.

RHA Chief Executive Richard Burnett said, "This sector has slashed its NOx emissions by 43% in four years and is set to have reached a 70% reduction by the end of 2021. More regulations on a sector with its house already in order wouldn't make the air any cleaner."



"More regulations on a sector with its house already in order wouldn't make the air any cleaner."

Richard Burnett

Volvo cars and trucks talk to each other

Volvo Cars and Volvo Trucks have agreed to share real-time data to expand coverage of the companies' connected safety technology, a cloud-based system that allows vehicles to communicate with each other and alert drivers of nearby hazards. The collaboration with Volvo Trucks represents the first step towards achieving a critical mass of connected vehicles that could have a significant impact on overall traffic safety.

From 2018, live and anonymised data will be shared between selected Volvo trucks sold in Sweden and Norway with the company's own hazard-alert systems, and Volvo cars equipped with Volvo Cars' Hazard Light Alert system. This means that if the hazard lights on a leading vehicle are activated, other similarly-equipped vehicles following behind will be alerted so they can avoid

the hazard. This is particularly useful on blind corners and over the crest of hills in the road. "Sharing real-time safety data based on our connected safety technology can help avoid accidents," said Malin Ekholm, Vice President of the Volvo Cars Safety Centre. "The more vehicles we have sharing safety data in real time, the safer our roads become. We look forward to establishing further collaborations with other partners who share our commitment to traffic safety."

Hazard Light Alert has been available in Sweden and Norway since 2016, where it is standard on all 90 and 60 series cars as well as the XC40. Adding selected models of Volvo Trucks' fleet to the cloud will cover more area, identify more potential hazards and boost overall traffic safety. Both Volvo brands represent a considerable portion of new vehicle registrations in the region.



Lorry parking measures don't go far enough

The UK government's plans to provide more lorry parking across the country don't go far enough to address the lorry parking crisis. That's the verdict from the Road Haulage Association (RHA) following the Department for Transport's response to findings published in its National Lorry Parking Survey.

RHA Chief Executive, Richard Burnett said, "We need more than vague projections of how many lorry parking spaces they might be able to create in the future. This needs to be addressed right now. Operators of existing sites have their hands tied by planning regulations. We need to see an

immediate commitment from government and local authorities to build more and better parking facilities, and not throw away solutions as seen last year at Stanford West in Kent."

The study – the first since 2010 – concludes that the lorry parking situation has got more acute, which won't come as a surprise to truckers struggling to find safe and secure overnight parking facilities. Despite a 36% increase in HGVs parked up overnight in England since 2010, parking spaces have only risen by 14%.

The UK government has announced Highways England is looking at sites with the potential to

be developed into lorry parks which they say could mean up to 1,500 more spaces but the RHA believes this is not enough.

"If border checks are put in place, Kent will be plunged into chaos once again," continued Richard. "Truckers stuck in traffic and coming up to the end of their legal hours have to find somewhere to park – a lay-by or even the nearest town – it's a situation no-one wants to see. But this is the consequence of government inaction over a vital facility which will inevitably again leave hauliers, businesses and the people of Kent counting the cost."

New smart motorway driving course launched by Highways England

Highways England, the UK government company responsible for the country's motorways and major 'A' roads, has joined forces with the Freight Transport Association (FTA) to offer bespoke safety training for drivers who travel on smart motorways.

The eight-hour, one-day course is aimed at commercial and haulage drivers and is designed to provide practical, relevant training. It covers the past, present and future of smart motorways, the different signals on the network, driver behaviour and the role of traffic officers. A key aspect of the course is that it integrates into the Driver Certificate of Professional



● The training course is designed to provide practical, relevant training in the use of smart motorways.

Competence (Driver CPC), the standard qualification for which all professional bus, coach and lorry drivers must complete 35 hours of training every five years. The course should be available from any training establishment offering Driver CPC training.

Course material for operators with their own training department is available free of charge from Highways England.

Wayne Carey, Senior Partnership Manager at Highways England, said, "Hauliers are among the most frequent users of smart

motorways, so we want to ensure we are providing as much support as we can to ensure those journeys are as safe as possible."

Malcolm Bingham, Head of Road Network Management Policy at the Freight Transport Association added, "FTA is conscious that hauliers would appreciate more advice about driving on smart motorways. That is why FTA has worked in partnership with Highways England to produce the training module, which is now approved for use on the Driver CPC course programme."

Companies wishing to enrol their drivers on the course should e-mail: Course@highwaysengland.co.uk.

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PROFILE: GINTER IN MIAMI

Ginter: back in household goods in Miami

Ginter has recently opened a new operation in Miami and acquired Coco's International in Florida to support the company's household goods business in the region.



The company originally expanded from its home in Brazil in 2011 when it opened a representative office in Miami to service its DSP and relocation customers. Five years later it branched out to include logistics services and has now completed the picture with international household goods.

Patrick Ohara, Ginter's International Director, said that the poor economy in Brazil had helped its logistics business that provides a range of fulfilment services primarily for Brazilian companies selling goods through eBay and Amazon. "The weak currency in Brazil has made Brazilian-made products cheaper on the world market which is increasing sales abroad," he said. "The poor economy has also created an oversupply of goods in Brazil which manufacturers are able to sell in the USA."

In Brazil, Ginter has a large corporate account base for international household goods movements. However, the economic difficulties have created a steady flow of private individuals moving to Florida which is popular with many Latin American families. Patrick said that in Miami they were able to achieve a much higher closing ratio for private moves than was possible in Brazil.

In May last year Ginter acquired the assets of Coco's International, run by Macarena Scalia. Macarena's family, and the Granaro family that owns Ginter, have a long history going back over 30 years. "We had worked with Coco's before and know the quality of their service," said Patrick. "The company had a good reputation and, as an independent organisation, was not related to any van lines. It was a very good fit for us and we are delighted that Macarena has joined our sales department to help us grow the business."

Ginter now has a 22,000ft² (1,850m²) warehouse in a primary location in Doral, near the airport, railways and road connections, and plenty of space to expand as the company grows.

The company is heavily engaged in providing move management services throughout Latin America for RMCs and having a US location is a great benefit. Patrick explained that it was far more tax efficient to operate from the USA for moves within South America than it was to work from Brazil. "If we were to work from Brazil we would incur much higher taxes for services within Latin America that do not involve Brazil," he said. "We worked together with KPMG for Tax Advisory, which was not cheap, but gives us peace of mind for compliance for us, clients and partners." Being in Miami is also a benefit to the company's RMC customers as they can invoice another US-based

company. Also Patrick said that any traffic routed through the Miami office from overseas agents would be considered for reciprocity from Brazil that is rich with outbound traffic.

Ginter frequently wins tonnage awards from PAIMA and OMNI demonstrating its ability to book and control business. When its Brazil office joined OMNI six years ago it became the first ever company to join OMNI and win its regional tonnage award in the same year. Ginter also tops the PAIMA tonnage listing.

Patrick believes that being members of the global associations, and attending conferences, is very important for the success of the organisation. "It's important to be members of our regional associations," said Patrick. "LACMA is a very powerful organisation and PAIMA continues to grow with great members and is also very cost effective as they have their conference immediately before IAM in the same hotel. "It's more relaxed than IAM so it helps to arrive early and also we can have several meetings to free up the IAM agenda."

Patrick also said that OMNI membership had been extremely important for the company as a whole. "We started with companies that we hadn't worked with before and OMNI gave us the opportunity of demonstrating how much tonnage we controlled. It's been very good value for money for us." He also commented that OMNI was a great forum to learn from some of the top leaders in the industry. "It's great for me to get access to that knowledge. There is a lot of experience shared and I really appreciate it."

"We started with companies that we hadn't worked with before and OMNI gave us the opportunity of demonstrating how much tonnage we controlled. It's been very good value for money for us."

Patrick Ohara



● Patrick Ohara.

REPORT: BAR CONFERENCE 2018

BAR CONFERENCE 2018

This year's BAR Conference held on 18-20 May in Bournemouth again delivered a successful, high quality annual event.



● Right: Simon Weston OBE; below: Jonathan Hood and Matt Purdie receive their Honorary Lifetime BAR Memberships.

The conference was sold out well in advance and BAR Members, International Associates and Affiliates arrived in the town ready for a weekend of networking, relevant business sessions delivered by engaging speakers, and of course to enjoy a fun-filled social programme.

The speakers included Richard Burnett, the Chief Executive of the RHA, Kevin Rooney, Traffic Commissioner for Great Britain, Judith Turner, Senior Ombudsman and Matt Prior of the Ministry for Housing, Communities and Local Government.

Industry-focussed topics covered during the business sessions included presentations on the challenges facing the logistics industry, including the possible impacts of Brexit; the strategic objectives of the Traffic Commissioner's office; an update on the government's review of the Home Buying and Selling processes and a focus on the work of the Furniture Ombudsman relative to ADR and the consumer landscape legislations.

The now traditional Q&A with the BAR Board of Directors was followed by further updates from Backhouse Jones on compliance with the new GDPR legislation and on progress made in the Truck Cartel

action. Once again there were specialist workshop sessions for the Commercial Moving Group, the Overseas Group and the National and European Group.

The conference keynote speaker was Simon Weston OBE, the Falklands War veteran whose story is simply inspirational and left delegates in awe of the courage and determination that he has shown to overcome the huge challenges that life has placed before him. Simon's presentation was also delivered with a liberal splattering of great good humour and true to say that he had his audience spellbound throughout.

All who attended certainly took value from the business sessions as well as having the opportunity to explore commercial opportunities through networking with the exhibitors, who provided an impressive array of high quality goods and services on offer to BAR Members.

The BAR Conference is of course very much a social event, and this year was no exception: from the welcome evening drinks with a formal welcome to the town delivered by the Mayor of Bournemouth, to the 1940s street party themed night at the Bovington Tank Museum to the gala



Feedback received from delegates has rated the event one of the best for many years and that Bournemouth 2018 exceeded all expectations.

REPORT: BAR CONFERENCE 2018



● From left: Q&A with the BAR Board of Directors, Richard Burnett and Marcus Brigstocke.

BAR MOVERS OF THE YEAR AWARD WINNERS 2018

Left to right: Domestic Mover of the Year 2018: Squab Group; Commercial Mover of the Year 2018: Ede's (UK) Ltd; Overseas Mover of the Year 2018: GB Liners.



dinner and awards on the final evening where entertainment was provided by a trio of singing waiters performing operatic arias during dinner and the comedian Marcus Brigstocke providing the after-dinner entertainment.

The culmination of the gala dinner was of course the presentation of the awards and honours to the winners of the respective competitions as well as individual awards made to recognise outstanding contributions made to the Association over many years. The recipients of those awards are as follows; Domestic Mover of the Year 2018: Squab Group; Commercial Mover of the Year 2018: Ede's (UK) Ltd; Overseas Mover of the Year 2018: GB Liners.

BAR was delighted to confer Honorary Lifetime Membership of the BAR to Jonathan Hood, Matt Purdie and William Burden in recognition of their exceptional commitment and services to the

Association and the industry as a whole. Chris Waymouth, who retired earlier this year as chief executive officer of QSS Ltd, was presented with an award for outstanding achievement in recognition of his contributions to pursuing high standards for the industry.

During the conference period, the BAR community also raised a fantastic £10,300 for the Removers Benevolent Association and grateful thanks go out to all who donated prizes for the charity auction as well as those who so generously contributed to the total sum raised. Feedback received from delegates has rated the event one of the best for many years and that Bournemouth 2018 exceeded all expectations. Next year's conference will be held in William Shakespeare's home town Stratford-upon-Avon. Renowned for its history and culture, spectacular architecture and a terrific selection of top brand restaurants

and shops, Stratford-upon-Avon also has excellent transport links and the Association very much looks forward to welcoming everyone, delegates old and new, to what promises to be another fantastic flagship event.



● Above and right: party night at the tank museum.

NEWS: PRODUCT



● Dave Wolfenden with the two Easy Mover vehicle demonstrators.

CRATER UPGRADES FOR EASIER COMMUNICATION WITH CUSTOMERS

Crater has upgraded its SurveyBot platform so that movers can more easily communicate with their customers via phone, SMS/text, e-mail and video - all within the platform. The company calls the new functionality its Omni Communication Hub.

The new Hub means that employees no longer need to use a dedicated landline or their own personal mobile device to contact customers - they can call from within SurveyBot. Phone calls can be recorded and stored within the SurveyBot. SMS/Text messages can now also be sent directly from the platform. Moving companies no longer need a separate e-mail service provider (ESP) to send e-mails as they can all be written within SurveyBot.

The system includes pre-existing e-mail templates that can be used or customized and flags to show whether an e-mail has been opened and read. Video surveys can be performed and logged within the platform.

Centralising all these forms of communication within Surveybot makes it easier than ever before to effectively and easily communicate with customers.

New commercial vehicle production launches in Dorset

Businessman Dave Wolfenden from Horton Commercials Ltd in Dorset has launched his own range of commercial vehicles. The Horton Easy Mover range initially offers two different sized vehicle bodies based on a various chassis. Options and configurations are plentiful and include side loading doors and tail lifts. Horton says that it is targeting the mainstream market requiring

payloads of 1,400kg in either standard or high roofed box van configurations.

The cost of the fully warranted vehicles start from £21,500+VAT. Horton says that without any aggressive marketing to date it has already taken orders for 37 vehicles.

.....
 ● For more information visit www.hortoncommercials.co.uk.

Eminox launches range of Euro VI commercial vehicle diesel particulate filters

Eminox, a leading European designer and manufacturer of exhaust and emission-control systems for heavy-duty vehicles, has recently launched its new range of original equipment-quality Euro VI replacement diesel particulate filters (DPFs).

The new range shares the same ISO- and TS-certified UK design and manufacturing facilities as the Euro VI and Stage V standard products provided to the company's vehicle customers, which include some of Europe's largest OEMs.

The growing global focus on air quality means an increasing number of cities around Europe, such as London, are implementing ultra-low emissions zones (ULEZs), which require diesel trucks and buses to be Euro VI Standard

compliant. The DPF is a key component of Euro VI systems, collecting soot particles from exhaust gases before they leave the vehicle. Eminox recommends that DPFs are checked, and cleaned if required, at every service. If not maintained correctly, a DPF can become blocked

or even damaged, forcing its replacement and increasing vehicle downtime.

"As tighter emissions regulations come into force, we expect the need for Euro VI DPF replacement to grow significantly across Europe," said Neil Koston, Eminox's Aftermarket Product Manager. "Until now the only safe option in case of problems was to buy from the OEM. Our new range offers a high-quality, cost-effective alternative, backed by a full warranty. Eminox's emissions reduction experience and British manufacturing expertise really show that quality doesn't have to cost the earth."

The range will be available to the European aftermarket from Eminox's network of distribution agents from summer 2018.



● Eminox Euro VI commercial vehicle diesel particulate filter.



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REPORT: BRITANNIA CONFERENCE 2018



Harry Potter welcomes Britannia Muggles

It's probably fair to say that expectations were low going into this year's Britannia Conference. The Britannia leadership team's decision to bring the event back to the UK for 2018 was certainly a decision of the head, not the heart, and having enjoyed spectacular locations such as Sorrento, Reykjavik and Budapest in the last few years, many Britannia members were not exactly thrilled at the prospect of the Hertfordshire countryside.

So when they arrived at the Aubrey Park Hotel's Oak Suite for the welcome dinner, they were somewhat surprised to be met by a human topiary figure who proceeded to give out cuddles and pull pints behind the bar. A rustic signpost at the entrance held a clue to the theme of

the dinner, pointing to places such as Diagon Alley, the Ministry of Magic, and Britannia's home town of Merstham, in gold gothic lettering.

As the doors of the main room opened, the guests walked into the Forbidden Forest, with foliage everywhere they looked, and even a giant tree-person wandering amongst the tables for entertainment. A menu on each place setting featured a Harry Potter movie poster which had been altered to include the faces of six of the delegates, and there was a prize for the first person to guess all six correctly. Apparently this was harder than planned, as even some of the people featured didn't recognise their own faces! After a delicious three course meal, the disco began and there

was also a magic selfie mirror for those who wanted a little memento of the evening's festivities.

The next morning, the business sessions opened at 10am, allowing everyone plenty of time to have breakfast and find some caffeine. After a welcome by MD Mark Tresler, Charlotte Parslow took to the stage – not only Britannia's conference organiser but also their social media manager. She explained why and how the group was investing in social media marketing, and what the strategy is for the coming months. She also introduced an innovative app that allowed delegates to vote in polls set by the speakers, and ask their own questions all day. This was well used, and kept everyone focussed and engaged.



Next up was Matt Hawkins from TwentyCi who delivered a detailed briefing on UK housing market trends, followed by Andy Shotbolt who explained how the new Britannia Survey App works, and discussed the costs and benefits of using it. Sam Trousdale from Chillibyte then took to the stage to perform some amazing magic and explain the secrets of local SEO.

After lunch with their families, the delegates returned to hear from the keynote speaker, Mark van Adrichem from Engage Management Services. Mark presented a detailed assessment of the UK's self storage sector, and discussed a number of tips and tricks for filling up facilities and increasing revenue.

After that, Andy Sadler from IFX provided a quick update and handed out three awards to the top performing branches, and then it was time for the Britannia Awards. The winners included: National Sales Award: Britannia Sandersteads; National Quality Award: Britannia Reeves; Churchill Cup: Britannia Bearsbys; Most Improved Shipper: Britannia Lanes of Devon; Top Shipper: Britannia Bradshaws of Manchester

The last item on the agenda was to announce the destination for the 2019 conference, so everyone took to the voting app to take a guess, with a fantastic prize

All in all, it was a conference full of surprises, and it certainly challenged most people's expectations about what a UK conference would be like.

of free attendance on offer. Mark Tresler kept the tension high until the very last moment, when he played a fantastic video showing the beautiful sights of Copenhagen, and Jo Jopson from Britannia W. Harris was revealed to be the winner!

Following the business sessions, lots of the delegates went to collect their children from the Kids' Zone, where they had been busy all day learning graffiti, doing arts and crafts, playing computer games and taking part in a DJ workshop.

The Gala Dinner saw everyone don their gladrags (with more than a few in full magical fancy dress), and head to the Harry Potter Studio Tour in Leavesden. After a drinks reception in the entrance lobby and an introductory speech, the children opened the doors to the spectacular Great Hall set which was dressed for dinner, with four long tables in the colours of Gryffindor, Slytherin, Ravenclaw and Hufflepuff. The delegates enjoyed two courses surrounded by original props and costumes from the

films, interrupted only briefly when a group of Death Eaters stormed the hall, and then kindly posed for photos!

After dinner, the group had exclusive access to the studio tour, enjoying all the normal sights and activities but with no crowds and no queues. Dessert was served next to the *Hogwarts Express* on Platform 9¾, after which they explored everything from Privet Drive and the Creatures Workshop to Diagon Alley. Even those who weren't fans of the movies were impressed with this fascinating venue.

All in all, it was a conference full of surprises, and it certainly challenged most people's expectations about what a UK conference would be like. Of course, Britannia is only able to produce such spectacular and memorable events thanks to the generosity of its sponsors – Basil Fry, International FX, Reason Global, Haywoods, BAR Services, TwentyCi, Chillibyte and Active Supply & Design. Their support is greatly appreciated by the whole Britannia family.

Is £40 enough?

Joe Warren, a partner and solicitor from Carbon Law Partners, looks at whether the £40 per item liability limit is appropriate in today's market.

Many standard contract terms for removal services seek to limit liability for damage to £40 per item. Since 2015, however, an increasing number of customers have sought to challenge this in court. Unfortunately for removal companies, a change in the law has given customers new ammunition with which to do so.

The legal approach to consumer contracts changed when the Consumer Rights Act 2015 came into force on 1 October, 2015. The vast majority of current contracts for removal services are likely therefore to be covered by the new law. And in some key respects the approach to exclusion or limitation of liability clauses under the Consumer Rights Act 2015 is slightly different to its predecessor legislation.

Implied duty of reasonable care and skill

The Consumer Rights Act 2015 has in effect combined into one piece of legislation the Sale of Goods Act 1979, the Unfair Terms in Consumer Contracts Regulations 1999 and the Sale of Goods and Services Act 1982.

Section 49 of the new Act implies a term into consumer contracts that the contractor will perform the service it provides with reasonable care and skill. A similar term was also implied under the previous legislation.

What is new, however, is that contractors may not rely upon the following contractual terms in order to limit their liability to a consumer as a result of a breach of that implied duty of reasonable care and skill:

1. Any term that limits liability for injury or death;

2. Any term that limits the amount of compensation for other losses to an amount that is less than the contract price for that service;

3. A term that fails a fairness test as set out in the Consumer Rights Act.

This article looks at the second of those terms - the limitation of liability by reference to a set amount - because this is the area most often challenged by consumers in respect of removals contracts.

Limiting liability

If property is damaged during removals by what could be classified as a breach of the contractor's implied duty, then, where the new Act applies, a removal company can no longer rely upon a term limiting the amount of compensation to a set amount per item. If a court decides that such a contractual term is void, then there could be no limit to the damages that a consumer could claim.

This will clearly become a concern for a company that regularly deals with customers who have items which are over £40 in value and when items become damaged due to a breach of the company's duty of care and skill.

Previous decisions

There is no reported case law in this area as of yet, probably because most claims are at a level that are not worth appealing. When the OFT (Office of Fair Trading) was in place, though, there were a few decisions from them regarding the reasonableness of a term limiting liability. So some guidance as to how the courts will interpret limitation clauses can be gleaned from the OFT's decisions, albeit that, strictly speaking, they concerned the law as it was before the Consumer Rights Act 2015.

In one reported decision, the OFT revealed that they had looked into the standard terms and conditions of a removal company (Bishop's Move) and, in that instance, asked them to revise terms that excluded liability in certain circumstances. That included a term that limited their liability to £200.

In another investigation, the OFT considered the practices of the removal company (Pickfords) in relation to a term in their contract that damage from the process of removals should be notified by a customer within seven days of removal or delivery. The OFT found the term to be unfair and then suggested a revised term which allowed an option for the consumer to ask for an extension of that time period. However, whilst it did look at a term that limited the amount the consumer could claim to £40 per item, that term was in fact left untouched by the OFT on that occasion.

In summary, under the previous legislation the OFT sent out some mixed messages about whether or not it thought limitation of liability clauses were fair to consumers.

In the new world of the Consumer Rights Act 2015, there is likely to be far less leeway for removals companies to limit their liability in such a way and it might well be the case that such companies have to consider if there are other ways to tip the balance in their favour in relation to large or vexatious claims.

What may assist

The terms relating to limiting liability should not be viewed in isolation. There may be other grounds for liability to be excluded or limited, for example due to a failure to report the damage within a certain time period or a failure to use a particular method for reporting the damage to the contractor.

Any claim by a customer will also need to prove the damage they allege they have suffered and how much it would cost to replace their damaged items. It would not be enough for a consumer merely to assert that some of its possessions were damaged.

For advice on claims being made for damages which relate to the Consumer Rights Act 2015 or any other contractual argument contact Joe Warren of Carbon Law Partners via e-mail: joe.warren@carbonlawpartners.com or call 0117 332 8333.



Joe Warren

Joe is a Partner and Solicitor at Carbon Law Partners. He advises businesses in relation to commercial and contractual disputes which includes challenges to terms and conditions on the basis of fairness and under the Consumer Rights Act 2015.

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NEWS: PEOPLE

Arpin International Group appoints Lisa Jenkins

Arpin International Group has announced that Lisa Jenkins has been appointed senior international move coordinator. Lisa's responsibilities will include the coordination of door-to-door household goods shipments, including import, export and relocations for clients, agents and individuals.

Mark Dearborn, Vice President of Global Accounts said, "Lisa has been instrumental in the success of one of our biggest competitors. We look forward to having her as a part of Arpin International Group as we continue growing the company globally."

Lisa has more than 17 years' experience in the moving industry. Prior to joining Arpin, she served as an account manager with Paramount Transportation Systems.

In her previous role, she was responsible for managing door-to-door relocations and also worked closely with client services to manage service issues and ensure customer satisfaction. She also oversaw offices in the Asia Pacific, Europe, Middle East, Africa and American regions.



● Lisa Jenkins.

Two new senior appointments at Aires

Aires has announced the appointment of Larry Matthews as a global account manager based in its Gulf Coast Regional Office. Larry will be responsible for developing Aires' regional sales and finding solutions to meet client needs through collaboration, partnership, and understanding their culture.

Larry said, "I am excited to join Aires and continue to develop relationships with a broad range of clients in a complex selling environment. In my career, I have focussed on developing customised solutions for my clients' mobility programmes, and Aires' flexible model will allow me to create unique solutions."

Larry has been in the industry for 16 years. He has earned many professional achievements throughout the years, including being an instrumental Board member and Treasurer of the Houston Relocation Professionals.

Pam Dunleavy, Aires' Vice President of Sales and Marketing said, "I've had the pleasure of working with Larry Matthews in the past, and I'm excited to have

the opportunity to work with him again at Aires. He is a thoughtful business development and market manager, adept at working with a broad range of clients."

Aires has also announced that Fiona Williams has joined the company as director of strategic solutions for the EMEA and APAC regions. Fiona will be responsible for growing Aires' regional sales and account management initiatives. Over the last 15 years Fiona has served in strategic development roles for several global mobility firms, guiding and supporting leading businesses, including many *Fortune 500* companies.

Speaking of her new role Fiona said, "My experience as an assignee, entrepreneur, parent, and trailing spouse has taught me that you have to work with people who care and have a passion for what they do in order to be successful. I feel comfortable that Aires has this 'caring' built deep in their culture, enabling our clients and their assignees to fulfil their goals and dreams."

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The White & Co Mystery Mover

Congratulations to Angie Boreham from Fox Group who last month correctly identified a very fresh-faced Mark Jeffrey, who was then with Trans Euro. This time it's slightly different: he's recently been featured in *The Mover*, but can you tell who's underneath the hat? Please send your answer to editor@themover.co.uk for a chance at winning the White and Company Red and Black watch.

Gerson Relocation appoints Tony Stone as director of business development

Gerson Relocation, part of the AGM Group, has announced the appointment of Tony Stone as director of its Relocations Corporate Business Development team in the UK.

Tony has worked with clients from a broad range of sectors. He has previously held business development and account relationship roles at K2 Corporate Mobility and prior to that at Interdean Relocation.

Mark Costa-Rising, AGM Group Sales and Marketing Director said, "We are really happy to have Tony join the Gerson Relocation team. His experience of working with a broad range of global mobility functions over the years, and his



● Tony Stone.

appreciation of the needs of the next generation of globally mobile employees, means that he is ideally placed to help international businesses with their current relocation requirements and future mobility needs."



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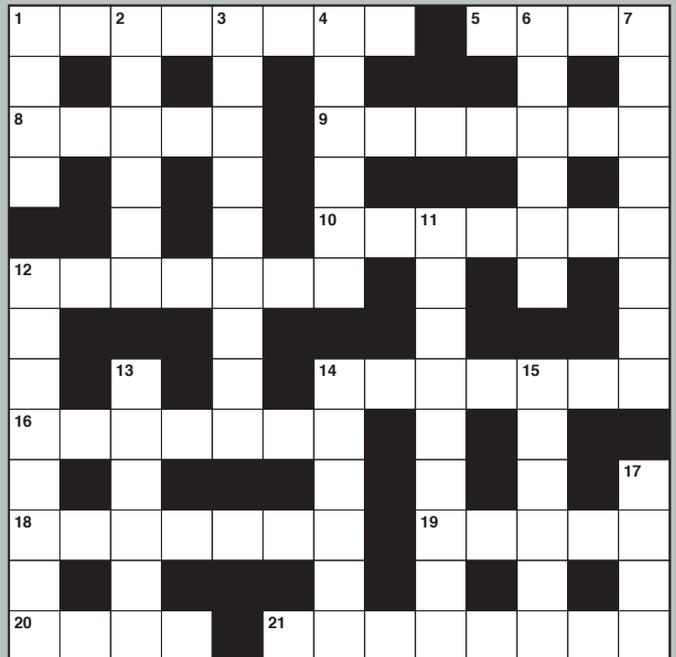
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Puzzles

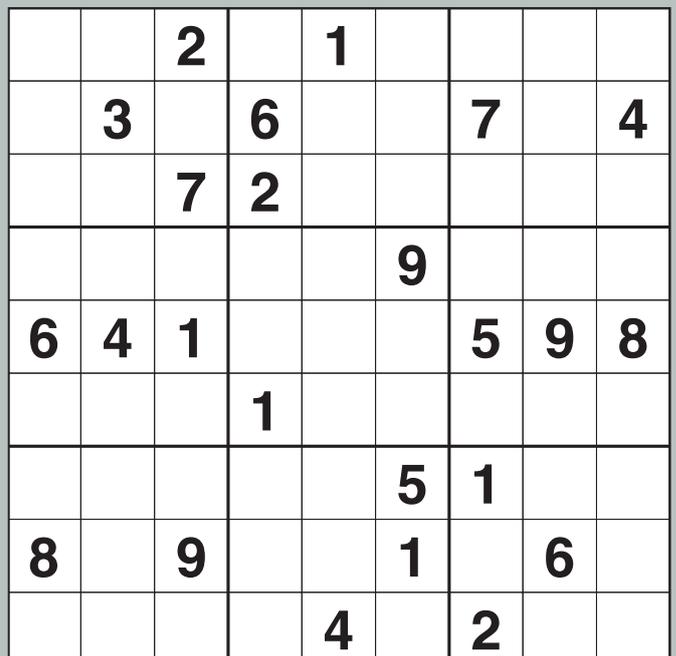


ACROSS

- 1 Owner of an establishment providing lodgings (8)
- 5 Inspired by reverence (4)
- 8 Pertaining to the ear (5)
- 9 Puts into something else (7)
- 10 Type of lettuce (7)
- 12 Tenth month (7)
- 14 Silence (anag) (7)
- 16 Retaliatory action (7)
- 18 Caused to burn (7)
- 19 Relation by marriage (2-3)
- 20 Clean with water (4)
- 21 Earlier in time (8)
- 4 Magical potion (6)
- 6 Labourer (6)
- 7 Have a different opinion (8)
- 11 Senior manager (9)
- 12 Summary (8)
- 13 Exhausts (6)
- 14 Heavy (6)
- 15 Central parts of cells (6)
- 17 Large jug (4)

DOWN

- 1 Hoodwink (4)
- 2 European flatfish (6)
- 3 Songs for babies (9)



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7	1	6	9	4	3	2	8	5

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5 – 8 October, 2018, Washington DC, USA

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IMC WORLD 8th Annual Convention
28 February – 3 March, 2019, Hong Kong

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Did you know?

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

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Tony Allen: And finally...



You're having a laugh (I hope) ...

Being on holiday at the moment, we spent a very enjoyable evening with two Dutch families. Apart from their almost superior knowledge of English, they also had a very good understanding of our sense of humour. Either that or they were very good at pretending ...

Anyway, on the way home the lady wife and I got to talking about the subject of humour. You see after many years together, she is very familiar with the way my mind works in this direction and has endured my 'spontaneous' comments many times before and as a result is often accused of being indifferent to my attempts at levity. For example, we were in a well-known stationery shop the other day and a new till was opened up because the queues were getting too long, the new cashier shouted out "Would you like to come round?" and I shouted back, "Yes, what nights are you in?" I'm sorry but I just can't help myself.

Humour is universal and is often an ideal way of taking the sting out of difficult situations. The trouble is that it also thrives on its shock value, for laughter is one of our conditioned responses to danger. In these days of highly delicate political correctness, it seems that the only way that comedians can now shock is by adding a stream of expletives to often recycled jokes.

I use the word recycled because humour has been around from time immemorial. Shakespeare's plays were peppered with, sometimes esoteric, jokes, and in the 14th century *Miller's Tale*, Geoffrey Chaucer had already discovered the comedic value of someone breaking wind – although I'm not quite sure how this would fit into today's canon of political correctness, but it's maybe a great way of expressing an opinion!

Scientists have proved that there are eight basic patterns that all jokes fit into regardless of the civilisation, culture or personal taste. The funny thing about this is that maybe they would have been better off using their efforts to find a solution to the world's plastic problem.

Of course, whoever we are, we all have a therapeutic need for a good old laugh. The earliest recorded joke was found scratched graffiti style into some stone work in Egypt; translated, it goes as follows ... Two crocodiles were laying in a swamp and one says to the other, "It's funny but I keep thinking that today's Thursday." ... Yes I know, me neither, at first.

But the essence of this joke is an ironical one; what does it really matter to a crocodile in a fetid swamp miles from anywhere what day of the week it is? Maybe you don't find this funny at all, or even think that I've gone bonkers, but I genuinely do find this amusing. And by the way I think that Egypt was the first country to ban pyramid selling, but I digress.

So humour is a very personal thing, but of course it's always much more enjoyable when shared with others for laughter is contagious. Old fashioned comedians could go through the whole of their working life with just one basic act, now the whole world can share a joke in seconds.

To get back to my original comments, and in fact how this article came about. We Brits for example are apparently very good at telling self-deprecating jokes, and whilst with our Dutch friends they commented that whilst they could see the funny side of this type of joke, they were never quite sure as to whether it would be polite to actually laugh at them. They agreed, however, that the ability to laugh at one's self was a precious asset.

So humour is a very personal thing, but of course it's always much more enjoyable when shared with others for laughter is contagious.

At one time within BAR we had an organisation called Fedepack which was an association of all of the buying co-operatives throughout Europe, and it produced some worthwhile industry benefits. On a clear and crisp German evening when we were relaxing after a particularly hard day's effort (and maybe after being forced, out of courtesy, to drink copious amounts of schnapps) we decided that each nation should relate a joke in their own language. Although nobody really understood what was being said, the whole process was absolutely hilarious; laughter is a universal language. Although, I'm ashamed to admit that every one of the other nations were able to understand my joke, obviously, told in English.

So can I just finish by imparting that we should never forget the true benefits of laughter, which 'starts on the lips, spreads to the eyes, but most of all emanates from the very soul'. I can't claim any credit for the last statement but I think it sums up the situation most adequately.

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