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TheMover



TERRY HEAD ON IAM

More than just a convention
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TheMover

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LEADER

Will movers embrace price comparison?

Steve Jordan, Editor



This month *The Mover* is as true to its inclusive and international aims as it has ever been. We have a report from a tiny company in Europe that's doing a splendid job on the French-Swiss border; an interview with Terry Head from IAM, the world's largest trade association; a story about a UK company with its feet both sides of the Channel; and a full report from the EuRA conference in Bucharest showing another, and may I say, a somewhat more glamorous side of the industry. I am delighted to bring you them all.

If you are looking for controversy, you might like to read the story about the new price comparison site that is being launched about now. The very concept will fill many a mover's heart with dread as they see yet another opportunity for the public to drive down prices and squeeze any last dregs of profit out of the business. But, having talked to the organisers, that's not their aim. They have been careful to include a significant quality element into the algorithm that drives the system in the hope of providing the public with a true comparison of both price and service so that they can make an informed choice about which company they want to use. It also has the benefit that, should you be chosen, you will get a confirmed job, not just a one-of-five enquiry.

It remains to be seen how such a system can work, and it really is early days just now. I don't ask you to like the idea, but I do ask that you approach it with an open mind and judge as you find. I ask that for two reasons; firstly, it just might work for you and, if it does, it could become a valuable source of business; and secondly, because you don't have much choice really. The genie is out of the bottle as far as everything online is concerned. There are price comparison sites for just about everything now and it's totally bonkers to think that they can't work in the moving business. For whose benefit is another question?

The moving industry has been slow off the blocks throughout history in the face of innovation - self storage, relocation, removals brokers, IT systems and more. Maybe this time, if it proves to be a goer, the industry will hear the starter's pistol loud and clear.

Steve Jordan



● Woods' new Dorchester premises.

Woods moves in Dorchester

Woods Removals has relocated to new premises within The Grove Trading Estate, Dorchester, as part of its planned expansion programme.

The premises has a purpose built office and ample storage capacity for over 100 storage containers.

The site is well situated giving ample space for the parking of its modern fleet.

Woods Removals was acquired by a family owned company Camp Hopson Removals Ltd of Newbury in December 2008. Both Woods Removals and Camp Hopson Removals have the same focus on quality service at affordable prices.

Brian Allen, Managing Director of Camp Hopson Removals said that the acquisition of Woods Removals was "Part of our strategy. Our removal business has grown from strength to strength and we needed to expand our business. Woods Removals was an ideal company to acquire given their excellent reputation and customer-focussed service. This now enables us to establish a link from Dorset and the West Country through Berkshire into London which is an area we serve frequently."

Camp Hopson Removals Ltd has retained the Woods name as an alternative trading name. The two businesses have been established for over a 100 years. Both companies

are members of the BAR and have achieved the BSEN quality standard in Removals and Storage.

"We are thinking beyond the current depressed state of the housing market and have bought a removals and storage business that will enable us to progress in the future," said Brian.

"Woods Removals was an ideal company to acquire given their excellent reputation and customer-focused service."

Brian Allen

Camp Hopson Removals Ltd is a wholly-owned subsidiary of the Camp Hopson group of companies. Apart from the removals and storage subsidiary company, the Camp Hopson Group also includes a department store, furniture centre and funeral business, all of which are based in Newbury, Berkshire.

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NEWS: UK

Sargents merges with Harrow Green in strategic move

Harrow Green is pleased to announce the merger of Sargents Trading Ltd with Harrow Green Ltd. The merger was completed on 15 March, 2013. The combined businesses will trade as Harrow Green Ltd.

Sargents has operated in London and the south east for over 20 years, providing tailored office removal, relocation, clearance, recycling and storage services, as well as furniture and crate hire, to corporate and SME organisations.

Nigel Dews, Managing Director, Harrow Green, said: "This merger is important because it brings together more than 50 years of industry expertise and market knowledge. We will be able to provide increased capability, capacity, a greater depth in resource and wider geographical reach. By adopting the best practices from both companies we will enhance our service offerings and, most importantly, our customer support. Our reputation in the market place for excellent service and in-depth expertise provides an environment that our customers, suppliers and employees want to be part of."



● Nigel Dews.

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● Removal of strict liability means businesses cannot be held responsible for accidents that are either not their fault, or unavoidable.

Health & Safety regulations relaxed for companies

The Forum of Private Business has described the changes to workplace health and safety rules as a landmark moment for SMEs and a long-awaited victory for common sense.

The organisation said the removal of strict liability for employers, finally agreed by the Lords on 23 April, not only means health and safety (H&S) becomes a less burdensome task for employers, but should help make workplaces across the country safer. The changes will take effect on 1 October, 2013.

Removal of strict liability means businesses cannot be held responsible for accidents that are either not their fault, or unavoidable. It said the new focus on making employees more aware of and responsible for their own actions was something its own research had shown strong support for from small business owners.

"This is a deregulatory measure which means as long as an employer takes reasonable steps on H&S then they shouldn't be subject to prosecution for things they couldn't possibly have predicted or prevented," said the Forum's Head of Policy, Alex Jackman. "It's a fact of life that accidents, unfortunately, sometimes do just happen with nothing that can be done to prevent them. This new approach to H&S goes a long way to recognising this. For too long the entire onus has been on the employer as part of a blame-game approach that has cost business millions, and has also

"While these changes are welcome, business owners must not be lulled into a false mindset that they are no longer governed by H&S requirements..."

Alex Jackman

tarnished people's view of what's a very serious and important subject. People have lost faith in health and safety, with organisations such as the Health and Safety Executive pilloried in the media, but along the way that's dangerously undermined the issue in the eyes of the nation."

Jackman continued, "While these changes are welcome, business owners must not be lulled into a false mindset that they are no longer governed by H&S requirements, or that their duty as an employer has ended. It hasn't – and this is a dangerous way of thinking. The average cost of a H&S investigation after a breach of regulations is £20,000, so it's very much the case of prevention always being better than cure."

ALLEN REMOVALS & STORAGE WINS ILTA GREEN MOVER AWARD

Allen Removals & Storage Ltd won the Green Mover award at this year's Irish Logistics & Transport Awards ceremony held at the Burlington Hotel Dublin on 21 March. The company was chosen after demonstrating its commitment to reducing its impact on the environment, not just in its core business of transport but across all operations. Measures included upgrading the company's vehicle fleet, recycling waste materials and introducing wind and solar energy.

The award was presented to Allen's Transport Manager Edward Finn by Gerry Drum, Group Enterprise Manager for *The Irish Independent*.



● Gerry Drum (left) presents the award to Allen's Edward Finn.



● Joanne Moss of PPS and Martyn Jones and Doug Venables of Britannia Premier Removals.

Correction

In the April issue of *The Mover* the photo accompanying the story *Britannia Premier Removals appoints crate hire company PPS Midlands* was incorrectly captioned. The people in the photo are: Joanne Moss of PPS and Martyn Jones and Doug Venables of Britannia Premier Removals.



● David at the four-mile point of the Brighton Marathon.

David Guiel on the run again

David Guiel, the Portsmouth-based General Manager for Bishop's Move, completed the Brighton Marathon on 14 April in 4hrs 16mins to help raise £380 for Prospect Hospice in memory of his former colleague Shelly Chamberlain.

Shelley, who was based in Swindon, passed away aged just 42 in October, 2012 after she was cared for at the Hospice after being diagnosed with breast cancer.

This isn't the first fundraising event to take place to raise money in memory of Shelley. A Valentine's Ball in February organised by her two children, Simone and Bryce, at Isambard Community School raised more than £5,000 for Prospect Hospice. The event saw 14-year-old Simone take to the stage to sing *Skyfall*, as well as entertainment which was provided by the Nathan Jones Allstars Jazz Band.

David is no stranger to running marathons. He has completed several Brighton Half-Marathons and raised over £1,500 for the Early Birth Association in the process. David has also participated in various London and Brighton Marathons to raise money for the Evelina Children's Hospital at Guys and St. Thomas's Hospital - who saved his daughter's life after she was given just a 5% chance of survival at birth.

David commented: "I'm certainly no stranger to running for charity and I considered it an honour taking into account whose memory I'm running for. Shelley was one of a kind and her husband Lee wanted

"As always, we are immensely proud of David and what he has achieved by raising money for various charities."

Chris Marshall

this to be a cause to remember her by. I thought of her throughout the run and that gave me added incentive and determination. I crossed the finish line with mixed emotions of happiness, relief, sombreness and grief. She will live long in the memory of everyone at Bishop's Move."

Chris Marshall, Marketing Director Bishop's Move commented: "As always, we are immensely proud of David and what he has achieved by raising money for various charities. Shelley was an inspiration to us all so it's fitting that David, who also inspires us through his drive and determination at each marathon, has completed the 26.2 miles to help raise money for Prospect Hospice. Everyone at Bishop's Move would like to congratulate him on such a wonderful achievement."

Is van rental a viable alternative?

With the recent data from the Freight Transport Association (FTA) showing that half of all vans over three years old are unroadworthy, car and van hire company Europcar is urging businesses to consider van hire as a cost-effective, flexible, and most importantly, safe alternative to running a fleet of older vans.



● Europcar believes van rental is a viable alternative to ownership.

The FTA study found there was an almost 50% failure rate on first time MOTs for vans, a sobering statistic, and one which Europcar believes demonstrates it is not always best for a business to run its own fleet of vans. As the industry changes, van rental can offer a solution which not only provides newer vans for use, but is also more flexible for a changing market.

Ken McCall, Managing Director of Europcar UK Group said, "These figures from the FTA go to illustrate something that has been known within the industry for a long time – businesses are holding onto vans for longer, without having them properly maintained. This is a false economy for businesses at a time when costs are all important – as eventually the vans will either break down or fail their MOT."

Europcar has recently undertaken a rapid expansion in its van network and portfolio

of products. This includes increasing the number of locations where vans are available to 172 across the UK, extending operational hours and offering a discount of 25% for overnight rentals.

"While it may seem counter-intuitive to some businesses to hire all or part of their van fleet rather than own, the market is changing."

Ken McCall

"While it may seem counter-intuitive to some businesses to hire all or part of their van fleet rather than own, the market is changing, and owning and maintaining a costly fleet of vans is no longer the default option," concluded Ken McCall.

PROFILE: NM EUROPE

● Andrew Smith at the Franco-Swiss border.

Living on the border

A look at NM Europe, only just in France.

Nestling in the picturesque French town of Annecy, just a hop and a skip from the Swiss border and Geneva, is a moving company called NM Europe. The company is owned and run by Andrew Smith who optimises the can-do attitude of so many small but perfectly formed moving companies.

Andrew is English but has lived and worked in France since 1991 when he got a job, almost by accident, working as a salesman for Global International in Paris. "I only spoke schoolboy French," explained Andrew. "I was really good at verb endings, but I didn't know any verbs." Miraculously, despite his limited but fast improving language skills, Andrew made a success of his time at Global and, when the Chief Executive Dale Collins (now

"We know how to work in Switzerland. They are sticklers for regulation. Some say that in every Swiss person there is a little policeman trying to get out."

Andrew Smith

with Santa Fe in London) returned to his native USA, Andrew took over from him.

Some time later Andrew left Global to start a new venture with Simon Kirby (now with Agility). The business was successful but, when it was sold Andrew had a non-compete clause and had to leave Paris. Next stop Annecy.

He started his company in Annecy in 2004 to provide a range of trade services. "Some of our customers

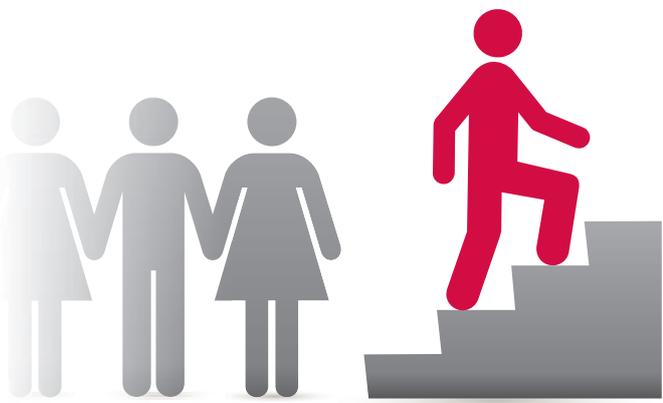
want us to provide a full corporate origin and shipping or destination service which we are happy to do," said Andrew. But although he likes the big jobs - who wouldn't? - he is equally at home just organising a site visit to check access for a trade customer, or providing a packer, or unloading a truck. "We are set up to provide whatever our trade customers need, big or small."

Of course being just a few kilometres away from the Swiss

border, Andrew is also experienced at handing moves to and from the Geneva/Lausanne area including the necessary customs clearance. "We know how to work in Switzerland. They are sticklers for regulation. Some say that in every Swiss person there is a little policeman trying to get out. You have to respect the rules when you work there."

There are plenty of moving companies in the UK and elsewhere in the EU that are happy moving throughout the continent. But Switzerland, with its documentation requirements is a little more tricky. For many, the opportunity of dropping a job off in Annecy, and letting Andrew handle the last-mile delivery, might make perfect sense.

● **Contact Andrew at:** andrew@nmeurope.com.



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PROFILE: IAM

IAM: what's in a name?

The International Association of Movers (IAM), an evolution of the long-established Household Goods Forwarders Association of America (HHGFAA), came into existence in 2009. But what, exactly does the organisation do and why should any moving company consider becoming a member? Steve Jordan chats to the organisation's President, Terry Head, to find out.

To change the name of an organisation that has become ubiquitous in its industry, worldwide, is a bold move. HHGFAA had been around since 1962. It was formed, as the name suggests, to serve the needs of the US forwarding industry, particularly those involved in the movement of US military household goods. But over the years the focus of the organisation changed. Now, with around 2,400 members in more than 170 countries, this is a truly global organisation involved in the whole international moving industry. A name change was inevitable.

"But it was still an 11-year effort," explained Terry. "It took a while because there were a number of people who didn't buy into the name change. However, now the change has been made I believe it more accurately reflects the changing positioning of the Association."

Organisation and membership categories

IAM has nine full-time employees directed by three separate Boards: the

Executive Committee with 11 members; the Core Members Management Board, with two members from each of the seven global regions (two of which sit on the Executive Committee); and the IAM Young Professionals (IAM_YP) Management Board that has one representative from each of the seven regions (and one member on the Executive Committee).

The organisation has three corporate and three individual membership levels. The highest level of corporate membership is called Governing Membership. This was traditionally limited to those companies that had a history of moving US government and military personnel but has now been opened up to all members. Any company that has TGBL (Through Government Bill of Lading) responsibility for shipments (i.e., door to door) is required to have Governing Membership. To qualify for Governing Membership a company must be sponsored by two current IAM members and must wait out a 30-day probation during which time the IAM membership may object to their

● IAM President Terry R. Head at the 50th Annual Meeting.



acceptance. Governing Membership does come with advantages, however: Most of the seats on the Executive Committee are occupied by Governing Members. They also receive three free Young Professionals (IAM-YP) memberships, an enhanced listing in the IAM directory (online and print) and they receive discounts on the cost of exhibiting and attending the annual conference.

Two further categories are Core Members, who form the majority of the membership worldwide, and Supplier Members, who are not movers but provide goods or services to the industry. All prospective IAM members are subject to the 30-day probation period.

IAM also offers three levels of individual membership: Young Professionals (IAM-YP) for people in the industry aged under 40 years; Student Membership that supports the organisation's scholarship programme; and Industry Veterans for people who have retired from the industry, full or part-time, and want to stay in touch.

One of the projects that Terry says he is most proud of in recent years is the introduction of the IAM Young Professionals group, started back in 1999. "It was initiated by the members because the young people thought they would benefit from having an adjunct group," he said. "I said let's run with it and appointed an organising committee. It has been a great success." Although IAM-YP was initially created as a networking group it has progressed far beyond that. "I see e-mail traffic all the time between IAM-YP members. They are often shipping coordinators or customer service agents asking for advice or looking for groupage to supplement loads. It really contributes to global operational efficiency."

IAM Annual Conference

Terry said that, when surveyed, IAM members always say that the main benefit of membership is the company listing in the directory and the international business that ensues from it. That is, undoubtedly, an immediate and obvious benefit, but perhaps the most visible and iconic image of IAM is the annual conference: the best attended, most frantic, most exhausting, and arguably the most productive 'must go' event of the global mobility calendar.

Unlike some other industry conferences around the world, attendance at the IAM conference has held firm. Last year in Washington DC was the organisation's 50th anniversary and attendance ballooned to a mind-boggling 2,200 people. A more realistic figure is around 1,800 which is still a crazy number of movers to put into one hotel and let loose on each other. "Each year we try to switch between the west and east coast so we are not favouring any part of the globe," Terry explained.

"Historically our figures have always been higher when we are on the east coast but in recent years, with the increase in memberships we have seen in Asia, that trend is levelling out. Over the last few years we have seen around a 5% growth in attendance every year. We are hoping for the trend to continue in Vancouver this year."

Vancouver in 2013 will be the first time for a while that IAM has gone outside the USA. It's not unprecedented: the Association has been to Germany, the Bahamas and Puerto Rico in the past. "This is our first time in Canada," said Terry. "We see it as a possible stepping stone to holding a meeting overseas in the next four to five years. We have looked at possible venues in Europe, the Middle East and Asia but no decisions have been made. About two-thirds of our attendees

the time that shows some of the more important yet less obvious benefits of IAM membership.

One key function, for example, is to build strong relationships with government organisations: The Federal Maritime Commission (FMC) for international work; the Federal Motor Carriers Safety Administration for domestic operations; Customs and Border Protection (CBP), the Food and Drug Administration, and the Department of Agriculture to smooth the passage of imports. To achieve all it does, IAM works closely with other organisations such as AMSA (American Moving and Storage Association) and FEDEMAC in Europe, that have a similar brief on matters at a federal level within their respective countries and communities. "There is no question about it; we have had greater emphasis,



● IAM Annual Meeting exhibit hall.

"But it was still an 11-year effort, it took a while because there were a number of people who didn't buy into the name change."

Terry Head

every year come from outside the US so it doesn't matter to them where they fly. We have been encouraged by our members to take the annual meeting offshore. If we do I would expect it to be on a recurring basis maybe every 4-5 years."

IAM-YP also has its own conference within the conference. They have their own business sessions and social events and a little healthy sporting competition: a soccer tournament last year.

Behind the scenes

Everyone knows about the membership directory and the conference. But it's what Terry and his team get up to the rest of

success and face-to-face discussions with these agencies over the last few years. I think one of the things that facilitated that was our name change. We are now seen as a representative body of the global moving industry in the US. Our lobbyists stay in touch with what's moving through our US Congress that may impact our industry. So we have an early warning. We also work at that level to try to get things into legislation that may help us or minimise any detrimental effect of agency decisions."

One example of this work is the battle IAM is fighting to try to expose what it considers to be 'rogue movers.' It is very easy to put up a professional-looking website and suck in unaware customers with the intention of stealing from them. "We recently introduced the 'red flag' campaign to protect consumers," said Terry, referring to the consumer protection initiative operated through the Federal Motor Carrier Safety Administration (FMSCA). "This has become a big part of our focus and will be a bigger part in the future, as we redesign the IAM website.

PROFILE: IAM



We hope to educate the consumers, people who buy moving services, as to what to look out for so they don't wind up with these rogues and so they work only with a professional mover." IAM worked with AMSA and the US State Associations to make this happen through the National Council of Moving Associations. The 'red flag' campaign does due diligence on companies, finding what's behind the good-looking website, checks on whether they have people go out to visit customers or just quote over the phone and provides a number of tips for consumers.

IAM has been working with FMC and other agencies for many years but Terry feels it has had more success in the last two years than in the 20 years before. "They are listening to us," he explained. "We have quarterly meetings with Customs and Border Protection and have programmes in the development stage so I think we have had great success in developing closer working relationships, not just lines of communication but actually identifying and working on programmes and initiatives that are going to be of benefit to our industry. One of the things we are pleased to see the FMC has done is to develop a complaint resolution process. Also we have been working with the FMC to work out who in our industry really needs to be regulated. Who should be required to have an FMC license? What is a freight forwarder or an NVO (Non-Vessel Operator)? We have worked closely with them to help educate our industry and its consumers as to what those rules are."

One of the subjects at the top of the IAM agenda is the impact of delay of clearing and delivering shipments, and the claims for loss and damage that result from physical examinations. "It's one thing to have a shipment selected for an X-ray examination but something quite different to have it selected for a full physical examination by unskilled labour. It's an art to get everything back into a container

safely. We are not going to stop the authorities from wanting to examine containers but we are working on helping them train their staff to do it properly and, eventually perhaps, to have approved movers do it for them."

IAM is also working on trying to get a subset of the C-TPAT programme (trusted trader programme) for the household goods sector. Just recently a Commercial Operations Activities Council has established a sub-committee to look at sub-sets of the trusted trader programme. "We have been working on that for about a year with the intention of getting them to fully appreciate the nuances of the household goods business," said Terry. "If we can achieve this it will make a huge difference on the loss and damage side. If we can get to the point where we can establish standards and criteria to allow a company to become 'certified' under the trusted trader programme, the customs department is less likely to choose that company's containers for a physical examination."

"We hope to educate the consumers, people who buy moving services, as to what to look out for so they don't wind up with these rogues..."

Terry Head

Financial protection between members

Financial protection between members is a particularly hot topic at the moment, especially with the changes to the FIDI/FAIM financial requirements. It is a problem with which associations the world over have wrestled for years. IAM provides a degree of protection from its own resources, however it is trying to protect 2,400 members in over 170 countries; it's a mammoth task. "We

● IAM staff members, from left: Terry Head, President; Jamila Kenney, Operations Manager; Janet Seely, Director, Communications & Member Engagement; Chuck White, Director, Government & Military Relations; Julia O'Connor, Membership Manager; Lane Johnson, Member Services Associate.

represent a wide spectrum of companies from the very small to the very large, so our exposure is quite high," Terry explained. "Our Receivable Protection Programme (RPP) has three components: member companies are protected to get at least some of their money back if another member ceases to operate; we have a slow payers list to provide advance notice that member companies are slowing down in paying their bills; and we have an arbitration or dispute resolution programme for when there are disputes about payment." At present the RPP programme is voluntary and members pay additionally to take part. Terry admits that should it become mandatory, the programme would need to be outsourced to an insurance organisation with all the difficulties of risk-assessment that that implies. That's when it gets complicated.

Passing off

Most trade organisations have a problem, to some degree or other, with passing off: companies that use the logo or imply membership of the organisation when they are not. This is both misleading to the public and undermines the position of those companies who do pay to be members. As the IAM brand has become better known more people want to attach themselves to it: some illegally. Terry says that it's not a big problem but IAM takes very seriously any attempt at passing off and says that it is IAM's own members that police the industry: every company knows its competitors and are quick to report any company that is showing an IAM logo illegally. "The first action is to contact the company and politely ask them to take down the reference. In most cases this is enough to solve the problem. If they persist they get a letter laying out what legal actions may follow. If that still doesn't work we turn them in to the Federal Trade Commission. The legal option is very much a last resort and I think we have only had to do that in two cases."

So, there's much more to IAM than a directory and a conference; albeit a real monster of a conference. The organisation is involved in education, encouragement of future generations, global lobbying and much more. Its latest initiative is an IAM Logistics Network for existing members that have branched out to supply logistics services in the widest possible sense. More details of this will be revealed in Vancouver in October. IAM may be over 50 years old, but it's not standing still. Keep watching, and if you are not a member already, why not consider becoming part of the global community of international moving through IAM. As always, you get out what you put in.

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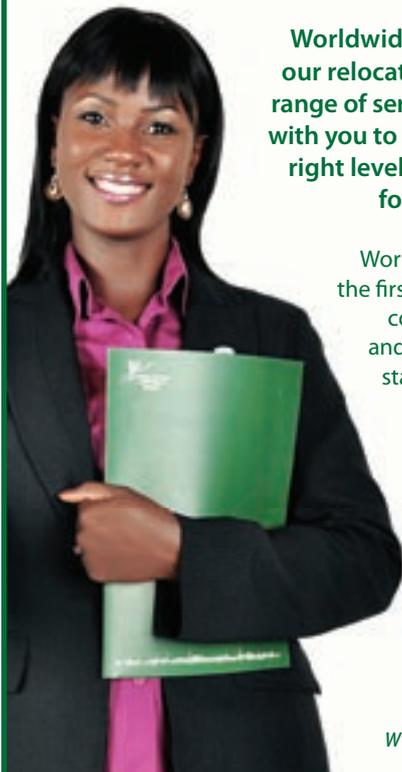
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NEWS: INTERNATIONAL

O'Neil rebrands Cloud Records Management Services

In a move designed to realign the company for future growth, and create a greater sense of brand unity, strength and reliability across the business, O'Neil software has rebranded its cloud services.

In future its RMBridge™, product that allows end users to manage their offsite assets (containers, file folders, tapes) at record centers, is now rebranded as oneilBridge™. Its Connector Sync process of bi-directional synchronization of metadata between the record center and the cloud is now rebranded as oneilSync™.

Ian Thomas, Executive Vice-President of O'Neil Software commented: "The pace of innovation continues to accelerate, which has enabled new opportunities to leverage the cloud for better collaboration, integration and mobility, while ensuring content security and compliance. The cloud is an agile environment which makes it well suited for world class records storage and management applications. O'Neil has been dedicated to the development of cloud services for several years, to move the records storage and management industry forward to greater levels of efficiency and cost-effectiveness. Consistent with this and to prepare for additional future cloud offerings from O'Neil, we have decided to rebrand certain services."



● Ian Thomas.

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● CargoBeamer.

New technology at Calais to create 'Rail Motorway' from UK to Russia

New technology at a key logistics site in Calais is to revolutionise the way freight is transported from the UK to Eastern Europe and beyond.

German company CargoBeamer is to target the UK logistics industry with its innovative system, which will lift unmodified lorries onto trains at the new Calais Premier logistics park due to open next year. Construction work on the project, which is in partnership with property developers DCB International and economic development agency Calais Promotion, began in 2012, and will be completed by 2014. The project is funded by the European Union and was designed at CargoBeamer's headquarters in Leipzig. The system will create a 'rail motorway' connecting the UK and France with Eastern Europe and Russia, freeing up heavily congested roads, and offering more profitable transport to hauliers.

CargoBeamer's Marketing, Sales and Finance Director Michael Baier said, "CargoBeamer offers the only fully-automated system for transferring non-craneable semitrailers onto the railway and vice versa. Within one of our CargoGates, we can shift up to ten times more trailers onto trains than a crane terminal. We have chosen to base our facility at Calais Premier as it's strategically an important location close to the UK and the extensive European rail network."

Currently only a fraction of road transport volume can be craned, and existing systems have high operating costs and take several hours to load. The CargoBeamer technology uses parallel, rather than sequential, loading, meaning 98% of non-craneable trailers can

"Within one of our CargoGates, we can shift up to ten times more trailers onto trains than a crane terminal."

Michael Baier

be on the train within 15 minutes. Additionally, it allows a change of railway gauge, thereby easing transport between countries. The firm's goal is to have 75 CargoGates in Europe, creating a network of all freight centres and connecting all European cities, from Glasgow in the west, to Moscow and Istanbul in the east.

The gate at Calais Premier is to be an integral part of a major logistics development, the first phase of which will take two years to build and cover 50 hectares. DCB International believes this will create thousands of jobs and bring in investment worth £176m. The new facility will consist of 220,000m² of logistics warehouses, 50,000m² of industrial parks, and 11,000m² of commercial property and will eventually become the biggest logistics development in Northern France, covering more than 160 hectares.

There will also be a significant investment in infrastructure, with £1.8m to create a new railway junction and modernise the Calais-Dunkirk railway line, and £350m set aside to double the size of the Port of Calais.



Armstrong has its cake

Armstrong Moving recently celebrated its 50th anniversary with a company gathering at the Hockey Hall of Fame in Toronto.

Dale Armstrong, Rod Speers and Derek Duffy hosted 140 people at this formal gala event. While the ice hockey museum is filled with memorabilia from Canada's national sport, it was the pastry chef that was the star of the show! The impressive cake, shaped like a truck, was photographed more than the coveted Stanley Cup!



● Sultan Qaboos bin Said.

Thank God it's Friday

Sultanate of Oman changes its weekend.

On 1 May, the Sultanate of Oman moved its traditional weekend from Thursday – Friday to Friday – Saturday to bring it into line with other GCC countries. The change will also mean that there is less overlap when dealing with countries that have a Saturday-Sunday weekend.

The change has been generally welcomed by the local people especially those who travel internationally to visit friends and relatives. People will, however, have to get used to saying "Thank God it's Friday," every week.

The decree by Oman's ruler, Sultan Qaboos bin Said, also ordered private companies to give their employees the same number of religious holidays as civil servants in an effort to make non-state jobs more attractive.



● A China Shipping ULCV.

Super-ships could drive down rates even more

Attempts by carriers to tackle the capacity overhang are being undone as new orders for Ultra Large Container Vessels (ULCVs) continue to make the headlines, according to Drewry's monthly report *Sea & Air Shipper Insight*.

The news that China Shipping Container Lines will join Maersk in the super-size container ship club following Board approval for five 18,000 teu ships is further proof of the demand for these fuel-efficient ULCVs among the major lines – it is just a question of when and how many will make the leap.

However, while these latest new orders won't actually hit the water for years, their psychological impact is to keep the focus on capacity and the big question of how on earth carriers will be able to absorb it all.

"Ocean carriers did a decent job over the winter months balancing supply to ensure that freight rates remained relatively firm, but the delivery of big new ships – leading to new services and upgrades of existing loops – will mean lines will find that task increasingly difficult for the remainder of 2013," said

Simon Heaney, Research Manager at Drewry.

"These new orders and speculation of more to come could be having a negative impact on rates right now. Carriers cannot shift the paradigm from the supply pressure they are facing so that they can get rates moving upwards again," added Heaney.

Ocean freight rates are currently tumbling with Drewry's East-West Index contracting by 5.6% month-on-month in March.

Similarly, air freight rates fell in March following February's short-lived recovery as the traditional spring season sales rush in northern hemisphere markets failed to materialise. Drewry's East-West Air Freight Price Index slid 5.3 points in March to 96.9 points, weighed down by sharp falls in pricing from Shanghai to both North America and Europe.

Keeping up to date with LEZs across Europe

Because removal and storage companies continually work in and out of cities it is important to keep abreast of low emission zone rules, which apply in different European cities. www.lowemissionzones.eu is a multilingual one-stop-source of information and a useful resource for all vehicle operators.

The website went online in January 2008 at a time when over 70 cities and towns in eight countries around Europe had or were in the process of preparing Low Emission Zones. Today there are around 200 Low Emission Zones in nearly 1,800 local authorities in nine European countries with more LEZs being planned for the future.

The development of the webpage was granted EU funding for three years beginning in December 2009 and came to an end in December 2012. For a short time it was not clear whether the information would still be updated in the future. However, www.lowemissionzones.eu is still online and it is still being continuously updated. All information available about existing and planned Low Emission Zones is easily accessible and subscriptions for

periodical alerts are free.

Without this one-stop-source of information operators would be left trying to fathom out the contact details, rules, interpretations, updates and changes in hundreds of towns and cities throughout Europe as well as trying to find out about any new cities implementing such schemes - a very daunting prospect indeed!

The development of Low Emission Zones has been one of the important measures introduced to help improve air quality to improve the health of everyone living and driving in Europe. Air pollution is responsible for 310,000 premature deaths in Europe each year, with professional drivers in cities breathing some of the most polluted air.

● Source: FEDEMAC.



● www.lowemissionzones.eu.

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BUSINESS: PUBLIC SPEAKING

● David Jordan shares his expertise with BMG senior managers.

BMG managers take to the stage

Ten senior managers from the Business Moves Group took time out from their busy schedules to take part in a public speaking and presentation skills course run by *The Mover* magazine.

Editor of *The Mover*, Steve Jordan and his brother David, began running their Speakeasy courses in 2002 to help business people overcome their fear of speaking in public and improve their presentation skills.

During the two-day course the BMG managers were given an insight into the techniques professional speakers use to overcome fear, engage with their audiences and make sure they get their message across. However, the Speakeasy course is more about doing than listening and everyone had the chance to put the theory into practice and present to the rest of the class on a number of subjects. Naturally everyone was very nervous at first, but by the end of the first day the butterflies began to go away and the personalities started to shine through.

"Standing up and speaking to an audience, even a fairly small one, is a

scary experience if you're not used to it and most people simply avoid speaking if they possibly can," said David Jordan. "The trouble is those that are prepared to face the limelight are the ones that get noticed and are seen as industry experts while others remain in the shadows."

Like many people who reach a certain stage in their careers both David and Steve were 'dropped in at the deep end' and expected to speak at major events with no experience or training. "It was back in the 1980s when my boss told me I'd be the main speaker at a product launch to about 200 key account customers," said David. "I lived like a condemned man for the next three weeks, terrified at the thought of facing all those important people and having to answer their questions. I survived, but vowed never to be in that position again - I enrolled on a public speaking course the very next week."

"Standing up and speaking to an audience, even a fairly small one, is a scary experience if you're not used to it and most people simply avoid speaking if they possibly can ..."

David Jordan



● Steve Jordan.

Even now, thirty years later people are still expected to stand up in public and give a presentation with no proper training, so there's little wonder so many get it wrong. It is good to see that BMG has recognised the importance of presentation skills training and has chosen to include it in its management training programme.

● For more information about Speakeasy courses please contact David or Steve Jordan at *The Mover*.

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● Aiming to benefit both removals companies and removals customers - Removalstars management team Ben Austin (left), Becky Downing and Gavin Wiseman



Price comparison shopping comes to removals

The domestic moving industry is witnessing a step change in the way its customers buy its services this month with the launch of the first ever removals price comparison site www.removalstars.com.

The site claims to deliver booked removal jobs directly to moving companies rather than current lead generation sites that simply supply enquiries.

The idea is the brainchild of ex-lawyer Becky Downing who had the idea after experiencing a particularly distressing move herself. The co-founding team also includes Ben Austin (Product Director - an experienced B2B entrepreneur), and Gavin Wiseman (Marketing Director and experienced B2C entrepreneur).

The site is intended to benefit moving companies and the moving public alike by guiding customers to high quality moving organisations, providing them with a simple and familiar way of comparing prices and by providing service quality reviews from previous customers. In turn the moving company benefits by reducing its marketing costs, receiving only booked jobs, having access to the latest price comparison technology at no cost, and benefiting from an extensive PR and TV advertising campaign planned for the public launch.

"We have invested a lot of time in

understanding the industry and where removal companies are coming from," explained Becky. "As part of this we have personally participated in removals jobs and spoken to as many people as possible in the industry. I personally took the BTEC course in home removals estimation, which is where I met Chris Smallwood of Britannia Anchor Removals. Since then, Chris has been instrumental in helping us refine an algorithm that will generate accurate quotes, and that will work in favour of removal companies. We're not in it for a quick buck. The whole point of removalstars is to benefit both removals customers and companies. We will continue to prioritise feedback and learning from the industry to ensure the site works optimally for the industry."

It is free to join for any moving company although the company says it will be vetting every applicant to ensure that only those companies that have impeccable credentials will be accepted. Any company that fails to maintain the level of service required will be expelled. Participating moving companies will be paid seven days before the

"We will be operating a completely different business model from your typical lead generation sites. We will expect removal companies to provide real quotes, and not unrealistically low quotes..."
Becky Downing

move takes place with removalstars.com making its money by taking a 13% commission. As most movers are lucky to make 13% profit on a job this does need to be taken into account when populating the site with costing data.

"We will be operating a completely different business model from your typical lead generation sites," explained Becky. "We will expect removal companies to provide real quotes, and not unrealistically low quotes - this will be strictly monitored by our team - this not only levels the playing field for removal companies but ensures that

A remover's view: Chris Smallwood

In the 22 years that I have worked in removals I have seen too many companies harm the industry that I love. Removalstars.com is different. Very different.

The company is giving the industry the kind of polishing it both needs and deserves. They will be providing customers with real and exact prices, not unrealistically low prices. They will be sending me booked jobs rather

than low quality leads. I know this because I have personally been instrumental in helping the team behind removalstars.com devise an algorithm that really works. Removalstars.com get it. Times are changing and so must we. I seriously recommend you get on board and watch this space.

Chris Smallwood,
Britannia Anchor Removals



customers are presented with a truthful picture of what they can expect to pay for a decent removals job."

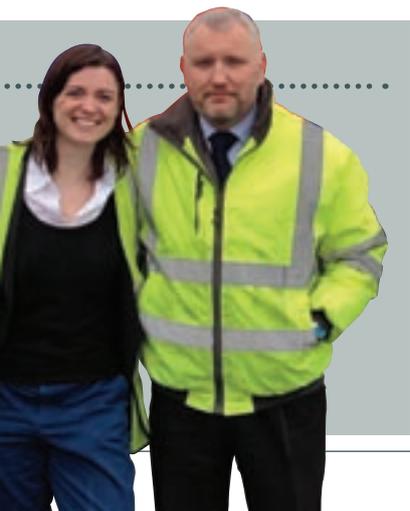
In recent years we have all become used to buying motor insurance, airline tickets, utilities, holidays and much more from price comparison sites: why not removals? The argument has always been that removals are too complicated, that no two moves are the same and so online pricing is too imprecise to be of value. But that depends on the detail built into the algorithm that's doing the calculation and the sophistication of the system for collecting job specifications.

Participating companies are required to honour all quoted figures as long as the customer's inventory remains accurate and the job specification does not change. Of course, there is nothing to stop any company from sending out a surveyor to confirm the details and, as they will by then have a confirmed job, many will be willing to do just that.

"...we have personally participated in removals jobs and spoken to as many people as possible in the industry. I personally took the BTEC course in home removals estimation, which is where I met Chris Smallwood of Britannia Anchor..."
Becky Downing

There will be plenty of moving companies holding their heads in horror at this latest idea. They have already had to endure what they see as relocation companies taking their market share and broker companies intercepting their rightful enquiries and selling them back. In both cases the industry was slow to react then cried foul. But this just might be different. This might be the model that really works especially for those companies who are prepared to be early adopters and keep their noses clean sufficiently to gather an impressive clutch of positive reviews. Before you dismiss it as a fad and return your head to the soft sand, maybe you should give it a try.

● For more information contact Debbie Downing on www.removalstars.com/membership or drop her a line at becky@removalstars.com.



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NEWS: ON THE ROAD



● Serious drink-drive offenders will have to prove they are no longer dependent upon alcohol.

Councillors agree road safety is neglected

The top road safety priority for local councillors in England is improving road surfaces and reducing potholes, according to a survey conducted by road safety charity, the Institute of Advanced Motorists (IAM).

74% of councillors placed potholes in their top five road-safety priorities while 61% think that the budgets for repairing them will decrease or stay the same.

Almost half of councillors surveyed think road safety targets should have been kept. 58% of local councillors agree that budget cuts are having a negative impact on roads and road safety, with one in four councillors strongly agreeing.

Although councillors agreed that transport was a priority half of them thought that their transport budget would reduce in the next year.

Other key findings include:

- 59% of councillors support 20mph speed limits, with 15% supporting 20mph for most urban roads.
- 29% of councillors think the government's policies have been bad for road safety.
- Councillors in the north of England are more likely to say they anticipate spending reductions while councillors in the south and east of England are less likely to report reductions in their transport budgets.

IAM Chief Executive Simon Best said, "It's good to see that potholes are councillors' top priority as this is a big concern for motorists. More must be done to fix our roads before the backlog of repairs becomes unmanageable. The results show that different political parties offer the electorate real choice on their transport priorities. Conservative councillors are more likely to focus on road building, road surfaces and car parking, while Labour councillors appear to be more likely to prioritise road safety and the use of public transport. Liberal Democrats are more likely to focus on cycling and walking."



● 74% of councillors put potholes in their top five road safety priorities.

Tougher rules for drink drivers

Drink-drive rules involving the most serious offenders are to be tightened up.

Under new regulations the most dangerous offenders will have to prove they are no longer dependent on alcohol before they are allowed to get back behind the wheel.

The new measures will also see those drink-drivers who obstruct the police by refusing to allow their blood samples to be analysed being treated the same as other high risk offenders.

Currently, all high risk offenders must pass a medical examination before they can be issued with a driving licence following their disqualification. However, drivers can start driving as soon as they have applied for their licence and before they have taken and passed the necessary medical.

But from 1 June the most dangerous drink-drivers will have to pass a medical confirming they are no longer alcohol dependent at the end of their disqualification and before they start driving.

Also, those offenders who refuse to allow their blood samples to be analysed will also, from 1 June, only get their licence back following

disqualification if they pass the required medical.

Under the High Risk Offender (HRO) scheme, drivers convicted of certain serious drink/driving offences must have a medical investigation to confirm that there are no ongoing problems with the misuse of alcohol before they can be issued with a licence.

"Drink-drivers are a menace and it is right that we do everything we can to keep the most high risk offenders off the road."

Stephen Hammond

The Driver and Vehicle Licensing Agency (DVLA) is notified of such offenders by the courts. Last year the DVLA was notified by the courts of just over 50,000 drink-driving convictions.

Nearly 22,000 of those were classed as high risk offenders. Of those, around 5,000 drivers either failed, or failed to attend, their medical.

Road Safety Minister Stephen Hammond said, "Drink-drivers are a menace and it is right that we do everything we can to keep the most high risk offenders off the road."

Response from IAM to new drink drive rules

IAM's Director of Policy and Research Neil Greig said, "Persistent drink drivers are a menace on our roads and these new rules will be welcomed by the law abiding majority. Numbers of repeat offenders are still far too high and the government should urgently consider bringing in a vehicle forfeiture scheme like that in Scotland. This has been a success with the strong sanction of having your car sold acting as a real deterrent. Enhanced drink drive rehabilitation courses may also be an option for these problem drivers, but ultimately their selfishness means that they deserve the strongest possible punishment."

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PROFILE: INTEREM DOHA

Doha – boom city for relocation

The city of Doha sits baking on the west coast of Qatar, a peninsular of land jutting out into the Persian Gulf sandwiched between Bahrain and Abu Dhabi. Summer temperatures frequently reach 40 °C and rain is scarce at only 75mm a year, making it one of the driest places on Earth.

As with many countries in the Middle East, Qatar's fortune has been made through rich reserves of oil and gas and today tops the world's rich list with the highest GDP and a growth rate of a staggering 19% (2010), the highest in the world.

Doha, the country's capital, is a modern rapidly developing city and, considering the money being poured into upgrading the port, roads, communications and the airport, Doha looks set to become one of the premier cities in the Gulf within a few years. Some say it will become the next Dubai. With the somewhat controversial decision to award the 2022 World Cup to Qatar, the race is on to complete the work before the fans arrive and the world's media puts the country in the spotlight.

With around 70% of Qatar's 1.9 million population being expats and the number of foreign workers taking up contracts set to increase the market for relocation companies looks set to boom.

With around 70% of Qatar's 1.9 million population being expats and the number of foreign workers taking up contracts set to increase the market for relocation companies looks set to boom.

Interem, a leading player in the global relocation industry, identified Doha as the next stop after its successful operations in UAE and India. The Dubai-based company has been working in Doha for five years and it is now its fastest growing market. In 2012 the company opened a new facility in one of the city's most prestigious districts.

Interem offers a full relocation service in Doha and has achieved ISO certification to bring its operating procedures in line with FIDI standards already being followed at its other locations. The company was formed in Dubai in 1995 and today offers relocation services to more than 170 countries worldwide through its own offices

and with the help of the Group Partner Program (GPP) makes it one of the fastest growing relocation companies in the region.

The company has employees

from more than ten different nationalities enabling it to understand its international customers better. The company believes this multilingual, multi-cultural approach is an important part of building a successful relocation business. Interem also believes being affiliated to prestigious organisations including FIDI, OMNI, BAR and ERC gives reassurance to customers and ensures best practice is followed globally.



Below: Doha waterfront; above: staff at the Interem office in Doha.



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REPORT: EURA CONFERENCE



In the world of relocation

It was against the backdrop of a beautifully sunny Bucharest that over 500 members of EuRA gathered together at the Hotel Intercontinental for the 16th EuRA conference on Wednesday – Friday 24 to 26 April, sponsored by The Cort Global Network. The event was hailed as a great success by all those who took part.

Tad Zurlinden, EuRA CEO and Dominic Tidey, Operations Director ran the event like clockwork with the help of what was clearly a very experienced team. Although, at first sight it appeared to be a similar format to most events in the conference calendar, it proved to be unique. Instead of the usual early-morning plenary kick off meeting, the EuRA delegates focussed on training in a wide range of subjects, sponsored by Oxford Brooks University, including: Managing International Mobility; Business Improvement Processes; the EuRA Quality Seal; and Making Connections

across Cultures. There was something there for everyone involved in the relocation process whether as a local DSP (Destination Service Provider) or as a Relocation Management Company handling some of the world’s largest and most complex corporate accounts.

Those not involved in the training sessions made full use of the hotel lobby, bars and meeting rooms for a constant stream of business meetings as friends and colleagues came together for their annual opportunity to discuss the successes and failures of the previous year and contemplate what the future has in store. It was a hive of activity the likes of which Bucharest’s flagship hotel would see rarely.

The first official social event was a First Timers’ reception on the hotel terrace overlooking the city. The newcomers were quickly joined by the rest of the delegates which gave Tad and Dominic the opportunity of setting the scene for the rest of the conference.

When the plenary sessions did start, not until almost 5pm on day two, everyone was all talked out and happy to be in the audience for a change. Tad and the EuRA

● Above and below: delegates at the First Timers’ reception on the hotel terrace.

President Ase Löfgren Gunsten from Nordic Relocation Group, ably assisted by charismatic moderator, Frances Edmonds started off proceedings with a review of the EuRA year before introducing David Livermore, from the Cultural Intelligence Center in East Lansing, USA, billed as a Global Thinker and Author. David looked at the ways in which cultural differences might affect behaviour but warned that not everyone complies with a stereotype.

Dinner that evening, sponsored by PIR Group, took place at the extraordinary Romanian Parliament building, renowned as the second largest building in the world (behind The Pentagon).

Final day business was kicked off by Steve Cryne, President & CEO of the Canadian

Views from the panel

“The World Bank has a great need for DSPs especially in remote areas where local knowledge is essential...”

Yvonne Quahe,
World Bank



REPORT: EURA CONFERENCE



● Left: Lars Lykke Iversen; Above left: the Hotel Intercontinental; top right; Tad Zurlinden, EuRA CEO and Ase Lofgren Gunsten, EuRA President; below: Dominic Tidey, Operations Director and Tad Zurlinden set the tone for the conference.

Views from the panel

“It’s important for DSPs to get referees. If you can’t get three people to say you’re brilliant I have a problem...”

Susie Goodall, Brookfield GRS, UK



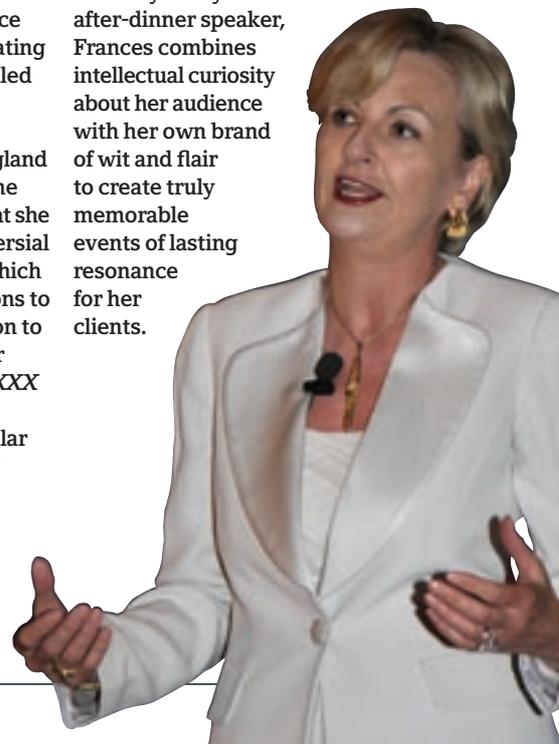
Frances Edmonds: conference host

Frances Edmonds hosted the EuRA conference with poise and flair – it was a master class on how it should be done.

She is a best-selling author and broadcaster who has been rated Britain’s most entertaining female speaker in a recent survey by *The Times*. She has spent 15 years as an international conference interpreter (in five languages) creating linguistic silk purses out of befuddled politicians’ syntactic sows’ ears.

She accompanied her cricketer husband, Phil Edmonds, on the England cricket team’s disastrous tour to the West Indies in 1986. It was there that she wrote her first and highly controversial bestseller, *Another Bloody Tour*, which shook British male sporting bastions to their foundations. She continued on to Australia where she wrote another Number One bestseller, *Cricket XXXX Cricket*, and hosted *Good Morning Australia*, the country’s most popular breakfast TV show. *Members Only* followed, a search for signs of independent intelligent life in the Houses of Parliament. She found few. Her subsequent works of fiction have all been published internationally and to great critical acclaim.

Frances has wide experience on radio and television as both a host and a panellist where she enjoys a deserved reputation as a controversial, irreverent and very funny woman. As an after-dinner speaker, Frances combines intellectual curiosity about her audience with her own brand of wit and flair to create truly memorable events of lasting resonance for her clients.



Employee Relocation Council (CERC). Steve presented the findings of groundbreaking research commissioned by CERC into attitudes towards international assignments. His conclusion: “It’s an exciting time for those involved in mobility.”

Panel discussions followed looking closely at ‘Initiation’ – the process of how to begin effective communications within a partnership between DSP, RMC and end client; ‘Delegation’ – exploring partnerships across the supply chain; and ‘Communication’ – looking at the difference between what is said and what is heard in business relationships.

Tom Scott provided the final keynote address. Tom is a self-styled expert in social media. He gave some hot tips on how to make the best of social media, especially You Tube and, more importantly, how to get out of trouble when it all goes wrong.

Patrick Oman had the honour of being the last on stage. Patrick became the President Elect at the conference – he takes over the Presidency this month. Congratulations Patrick.

REPORT: EURA CONFERENCE

Steve Cryne: President & CEO of CERC

Steve Cryne presented the results of ground-breaking research into changing attitudes towards international assignments.

He said that in the 30 years to 2010 40% of the workforce of developed nations was made up of immigrants. In future talent will drive economic growth and, although there are already 24 million people unemployed in Europe by 2020 there will be a 40 million shortage of medium/high skilled workers. It is an exciting time for those involved in mobility.

The CERC research showed that Mexicans were most likely to accept an overseas assignment with Swedes and Australians being least likely. Favourite places to go were: the USA, the UK, Australia and Canada. People in the telecom, IT and construction industries

were most likely to accept an international assignment.

The key factor that encourages people to accept an international assignment is the guarantee of getting their old job back when the contract ends yet, Steve explained, very few companies have formed repatriation schemes. Other major concerns were worries about spouses' employment and the education of children.

**"It's an exciting time for those involved in mobility."
Steve Cryne**



● Steve Cryne.

David Livermore: cultural intelligence

David Livermore, the accepted world authority on Cultural Intelligence, explained the importance of improving the way we all communicate with each other cross culturally.



● David Livermore.

He said that cross cultural training was often one of the first things to get tossed aside when budgets are squeezed. He acknowledged that in most cases common sense will get you through but it's when people become stressed, by time pressures for example, that it becomes more difficult. David's main message was to encourage people to accept that cultural differences often do affect the way people behave and react but it was wrong to jump to conclusions assuming people will fit within a stereotype. It was much wiser to hold these typical traits loosely in mind until you know the individual's personality better.

Views from the panel

"We have a challenge to work out ways of educating the supply chain in the methods used by RMCs and in the requirements of the customer..."

Justin Webster,
RIRVA Relocation, UK



Graham Perolls: Hospices of Hope

The EuRA conference had adopted Hospices of Hope as its official charity in 2013. Graham Perolls from the organisation said that 40 years of communism had really taken its toll in Romania and for

many life is still very difficult. "Hospices of Hope cares for around 1,000 people a year with terminal illness," he said. "We are very grateful for the support from EuRA. It's wonderful that you have this conference but you think about others while going about your business."

● Graham Perolls.



What did you say?

Dr. Carmelina Lawton Smith from the Oxford Brooks University hosted a half hour of play acting at the EuRA conference.

It was definitely fun, but with a serious side. With the help of Mercedes Nacify D'Angelo (Cultural Awareness International), Eileen Lawler (Irish Relocations) and Dornet Venturanza (Reloc8 Group) as role-play actors Carmelia took a light-hearted look at what people say and what people hear – demonstrating that they are not necessarily the same thing.

For example, saying that you need information 'As soon as possible' can mean different things to different people. If an American says that he is looking for a 'small house' he might be expecting more than a two-bedroom semi that an English person might consider to be a small house. When a customer asks for added value he may not be asking for a discount, "Don't be combative," explained Carmelia, "just ask 'what do you hope to achieve' or 'what makes that important.'"

The message was to listen with curiosity, consider whether you really understand what is being asked, and ask for clarification whenever a communication is not clear.



● Tom Scott.

Tom Scott: social media

Tom Scott was the final keynote speaker at EuRA. He provided some good ideas about how to get company ideas out through the world of social media.

This key message was that whatever you do, and whatever you spend, it will probably fail. So, the key is to make things cheaply and to do many things. That way, you increase your chances of success and, when they fail, it doesn't cost you a fortune.

"Nothing important ever happens only on the Internet. It doesn't mean anything until it spills out into the real world."

Tom Scott

When things go wrong and people say bad things about you, the best reaction is not to react at all. Tom gave the example of a coastal survey in the USA that took a photo of Barbara Streisand's house, along with thousands of others. Streisand tried to sue the company. Before the legal action the photo had been viewed only four times. After the case had become public knowledge, it had been viewed 400,000 times.

"Nothing important ever happens only on the Internet. It doesn't mean anything until it spills out into the real world. There is no such thing as being famous on the Internet." If people say bad things about you on the Internet Tom's advice is to back off, turn off your computer and let it go away. "The interest will run out very quickly".



● Mercedes Nacify D'Angelo and above right, Carmelina Lawton Smith.

Patrick Oman becomes EuRA President

This month Patrick Oman from Irish Relocation in Dublin begins his two-year appointment as EuRA President taking over from Ase Löfgren Gunsten of Nordic relocation group.



Views from the panel

"All DSPs want to be top performers, reliable, quality driven and solution oriented. They and RMCs have more in common than they have differences..."

Michèle Bramstoft, Copenhagen Relocation, Denmark



REPORT: EURA CONFERENCE



Gala dinner

EuRA bussed its 500-plus delegates to the infamous Ceausescu Palace in Bucharest for its gala dinner.

The palace was built in the 1980s to be the seat of government in Romania and a home for Nicolae Ceausescu and his wife. The building, constructed on land ignominiously cleared of local housing, was intended to be the largest building in the world and an obscene contrast to the squalor in which the people of the city were living at the time. Rumour has it though that the architect got his sums wrong and it turned out to be a fraction smaller than The Pentagon: he paid a high price for his error and is alleged to be buried somewhere in the building.

● Above and right: delegates dine in the outsized splendour of the Ceausescu Palace; below: delegates arriving.

The Ceausescus never moved in; they were executed in 1989 before it was completed. Today it is largely empty but a fine venue for a gala corporate event and a true testimony to the mason's art.

Views from the panel



"Procurement is centre stage right now. We need to work to give a value to the softer cost saving elements..."

Hanna Boulton,
Brookfield GRS, UK



Removers ...

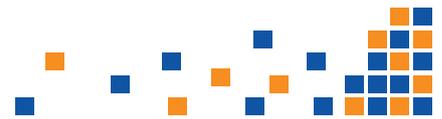


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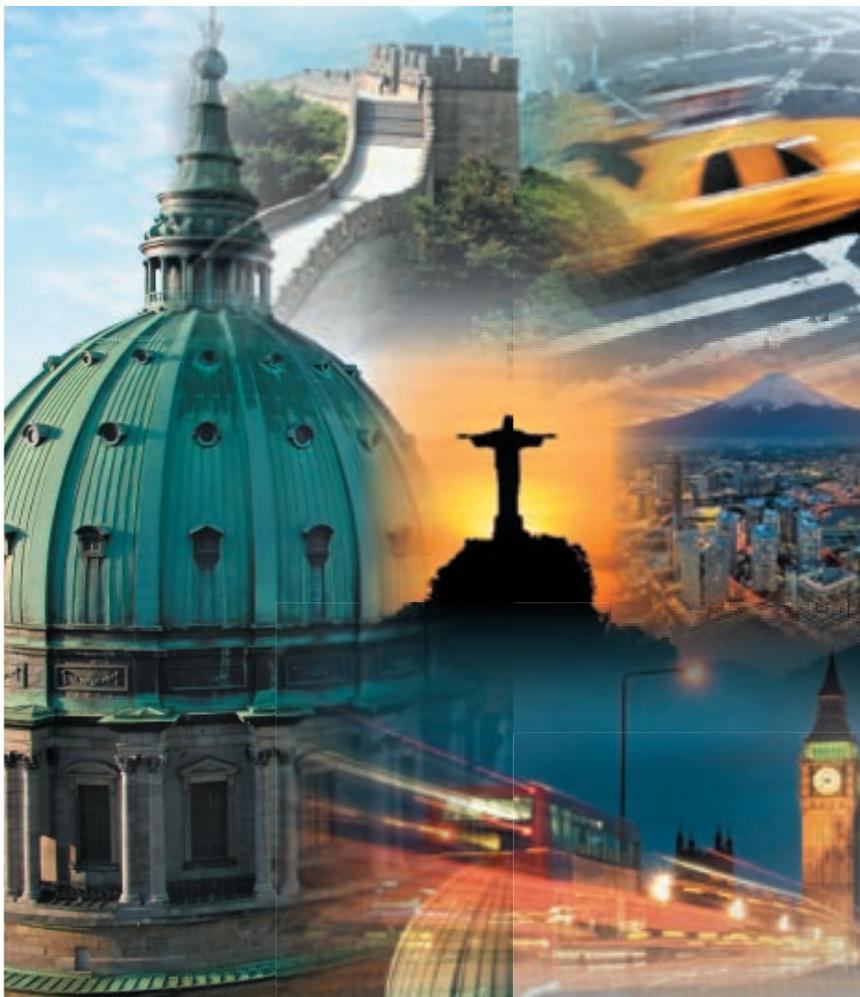
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NEWS: PEOPLE

David Wightman returns to Crown

Crown World Mobility has hired a National Business Development Manager - David Wightman - to grow and develop the company's global mobility business.

David's role will involve communicating Crown World Mobility's offering and broad range of services to clients and prospective clients as well as developing strategic partnerships to benefit the business.

David said: "We have a large network and a great pedigree in world mobility. I'll be focussing my efforts on new business and cross selling to grow and build our business, concentrating on the energy and financial sectors and new developing markets."

David is returning to Crown



● David Wightman.

having previously worked as a corporate business development manager. He also has experience in HR and business development for the financial sector.

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Congratulations to Mina Patel, PA to the Managing Director at Bishops in Chessington for correctly identifying one of the moving industry's statesmen, Peter Robinson, in last month's competition. A White & Company Red and Black watch is on its way to you. This month it might be a bit more tricky but the young lady in the foreground enjoying a joke has just taken on a big job - who could she be?



● Des will have more time to play golf in future

Des Stickland retires

Des Stickland, CEO for Wridgways is to retire from the company later this year. He has been with the company for 44 years.

Lars Lykke Iversen, CEO of Santa Fe Group, said that Des is highly respected by his industry peers and staff and has led the Wridgways business with skill, integrity and courage over many years resulting in Wridgways being widely acknowledged as a world-class relocation company. However he added that Des believes the time has come for generational change in the Wridgways leadership. "We fully understand and respect Des's decision to retire as CEO and thank him for his selfless leadership of the company," said Lars.

Commenting on his retirement from the company Des said: "After 44 years with my beloved Wridgways, the last 22 years as CEO, I believe the time has come to step down and allow a new leader to take the reins. I am grateful to have spent almost my entire working life in such a great company and to have had the absolute privilege of working with the finest group of people one could ever meet. There is never a good time to step down, and believe me it is not an easy decision, but I believe now is the right time for a number of reasons: First, the company has grown and executed very well over a number

"I believe the time has come to step down and allow a new leader to take the reins."

Des Stickland

of years and consistently exceeded shareholder expectations. Second, the Santa Fe Group is providing Wridgways with magnificent support, vision and security. As a result the company is sound, has great people who really know the business, and is very well positioned for continued success long into the future. Third, it is simply time. It happens to all of us at some point. After so long I believe the company will be refreshed and benefit from new ideas and a different face at the helm. I am delighted to have the opportunity to continue as an Independent Director of Wridgways and will look forward to contributing positively and enthusiastically toward the company's continued growth."

Des is remaining flexible on his retirement date and will assist in the induction of a new CEO later in the year.

Sarah Beck becomes West Coast Account Manager for AIReS

After several years in a variety of capacities, Sarah Beck, CRP, GMS, has become Account Manager at AIReS' West Coast Regional Office (WCRO) in Huntington Beach, CA.

Sarah joined AIReS in 2005 as a program manager, with previous experience in residential property management and real estate. She took on the new role of client service manager in 2008, working on transition and implementation of new business engagements and ongoing account management with corporate clients.

In 2010, Sarah relocated from AIReS' Corporate Headquarters in Pittsburgh, PA to WCRO and assumed the role of operations manager. Throughout her career at AIReS she has been involved in several strategic operations initiatives and the development and roll out of new technology efficiencies.

"I truly view AIReS as my extended family and feel a sense of belonging," she said. "I look forward to the

WCRO office's growth and success, to seeing each and every team member here rise to the next opportunity. For myself, I look forward to a long and successful career here and to continue to learn from our inspirational leadership every step of the way."

Jim Markle, AIReS' Vice President, Western Region said: "We are very excited to have someone with Sarah's knowledge and success within the operations of AIReS move into an account manager role and be able to share our story with the corporate world."

Sarah will service corporate clients in Los Angeles, Orange County, and San Diego, as well as Arizona, Nevada, and Utah.

● Sarah Beck.



● Gordon Philip.

New leadership for PHS Teacrate

Gordon Philip has taken over the leadership of crate rental specialist, PHS Teacrate, following the departure of Managing Director, David Wicks.

The company said that during his 11 years service with the PHS Group, David Wicks' contribution has been immense. For the last eight years he has led PHS Teacrate and from 2008 has also overseen the rapid growth of PHS Records Management. He has been responsible for the development and growth of PHS Teacrate including the acquisition of manufacturing tooling from Rehrig Pacific UK Ltd. David has left the PHS Group to pursue other professional and personal interests.

Gordon Philip took over on 1 May, 2013. He has been involved with the business for 20 years, the last two years of which as its commercial director. During that time he controlled many significant phases of PHS Teacrate's growth including

the development of several innovations such as Cratelink (Teacrate's online crate management system), the diversification into the supply of packaging materials, the development of e-commerce offerings to both its customer base and the general public and, more recently, the placing of customer service at the core of Teacrate's strategy.

Gordon said his main challenge for the company was: "To achieve continued growth in this difficult economic climate by maintaining Teacrate's unrivalled service delivery and to be the best in class in terms of customer service and support. I want to see Teacrate's contribution making a real difference to our customers' operations – making them stronger and more successful."

"I truly view AIReS as my extended family and feel a sense of belonging..."

Sarah Beck



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SURVEY: GLOBAL MOBILITY



Santa Fe Group 2013 Global Mobility Survey

The Global Mobility Survey, commissioned by Santa Fe Group and performed by Circle Research is the largest annual analysis of international mobility programmes. The 2013 report says that more businesses are decentralising global mobility operations and adopting more regional approaches to how they manage their mobility programmes.

The study surveyed 1,273 companies across a range of industries in 70 countries and found more growth in mobility programmes managed from emerging markets compared with programmes managed from non-emerging markets. The study also found that three quarters of companies say that emerging markets are important to their mobility programme; one third go so far as to describe them as very important.

Experts interviewed in conjunction with the report cite reasons for this trend including a changing marketplace, improved skill sets in emerging markets, economic challenges in the West, accelerated growth in Brazil, India and particularly China, and sheer volume of assignments in and out of regional locations.

Emma Gibbs is the Director of The Expat Academy. "Often organisations have regional global mobility teams where there is a critical mass of employees moving into or out of a region," she said.

"This justifies the headcount and allows the global mobility managers face-to-face time with employees, removing the challenges posed by time zone differences."

"Today's economic powerhouses of India and China are increasingly becoming headquarter locations rather than the far-flung outposts of yesteryear."

Brian Friedman

Peggy Smith, President and CEO of Worldwide ERC said that for companies unfamiliar with a region in which they wish to do business, outsourcing provides a number of advantages, that might include payroll and benefit administration, recruiting and hiring support, employee assignment coordination, immigration, transportation, and communication. "But one of the most critical areas where outsourcing supports the company is to provide a 'boot on the ground' representative to address company needs and to communicate issues

back to the corporation."

Brian Friedman, Founder and CEO of the Forum for Expatriate Management acknowledges that we are operating in a fast-changing

world. "The world is changing and its centre of gravity is moving east," he said. "Today's economic powerhouses of India and China are increasingly becoming headquarter locations rather than the far-flung outposts of yesteryear."

Peter Reilly, Director HR Research & Consultancy, Institute for Employment Studies pointed out that the benefits of outsourcing have been especially relevant in international mobility programmes where practices between locations have differed for no good reason and this inconsistency has become

apparent for serial expatriates.

"Delegation control of mobility programmes to a regional unit makes sense when either movement is confined to a region, or where there is a regional scheme (with different terms and conditions) running in parallel to a global scheme," he said.

Maury Peiperl, Professor of Leadership and Strategic Change, at the IMD in Switzerland urges companies to look at wider considerations than simply cost analysis. "Of course, expanding into new markets demands an analysis of costs, risks and the opportunity," she said. "Beyond this though, it's important to consider the role of 'connected-ness.' The presence of geographical, economical or cultural connections an organisation has tends to skew expansion in ways beyond what might be merely economically advantageous."

Other highlights in the market identified in the Global Mobility Survey include:

- 41% of companies expect assignments to increase in the next 12 months.



- Retail, pharmaceuticals, and oil and gas are the industry sectors largely driving growth.
- China, India and Brazil were ranked as the most challenging destinations.
- Hardship locations are dominated by the emerging markets, with enhanced packages provided by most companies to support employees on these assignments.

Andrew Dalglish, Director of independent research company Circle Research, commented: "The subject of emerging markets has dominated the headlines and has prompted additional research into this area. The results of the Global Mobility Survey research show that traditional growth markets still present significant challenges to mobility programmes and that new frontier locations in Asia, South America and Africa look set to bring their own set of unique circumstances. This study provides highly compelling information for any global mobility programme touching these areas."

Across global mobility, companies

reported expansion within existing markets, expansion within new markets, local skill shortages, talent development and mergers & acquisitions as the major reasons for overall growth. Along with major trends in global mobility, the survey also reports on assignment packages, management team structures, use of technology and investigation of compliance. The report also features an expert panel forum with key figures from the global mobility industry.

Mike Brazier, Global Mobility Survey Research Editor, commented: "The Global Mobility Survey continues to provide new and detailed insight into key mobility trends for international relocation experts. We are particularly grateful to everyone who has participated in this body of research and our expanded panel of experts who have added their additional thoughts. We hope everyone finds the report, the infographic and the web portal useful for benchmarking their own programmes."

Request a copy of the full report

Copies of the report can be requested from www.globalmobilitysurvey.com



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NEWS: PEOPLE



New appointments at Crown

Crown Worldwide Group, the world's largest privately held group of international logistics and related services companies, has expanded the role of Regional Managing Director of Australasia, Mark Ellis, to include the oversight of operations in Japan and Korea.

Alongside the appointment of Dennis Muldowney to General Manager, Japan, this strategic role expansion is critical to further strengthening the company's market position in the Asia-Pacific region.

Mark began his career with Crown in 1982 and has been an invaluable asset to operations in Australia and New Zealand. His successful management of branches in Wellington, Auckland and Sydney led to his promotion to Managing Director of Australia and New Zealand in 2003. "Expanding my region of responsibility to include Japan and Korea is a further exciting chapter in my career with the Crown Worldwide Group, which I am very much looking forward to," said Mark. "Both of these countries have a rich

and unique heritage and so very different to where I have spent my life to date so it is with much anticipation and enthusiasm that I take on this expanded regional responsibility."

Dennis Muldowney has become General Manager for Japan. He previously managed Crown operations in Asia. "I am very enthusiastic about this opportunity to lead our Crown Japan team," said Dennis. "Japan is where Crown was founded nearly 50 years ago, so it will be a fantastic experience taking the helm at this milestone in our company's history. Japan is a fascinating country, rich in culture and showing signs of renewed life in their economy. I'm confident that Crown Japan is ready to capitalise on the opportunities that lie ahead."

Senior changes at Santa Fe China

Santa Fe China has announced that James Gooding has been promoted to General Manager, China.

In his new role, James will be responsible for leading the relocation, moving and records management operations of Santa Fe China, which consists of 14 offices and over 600 team members. James joined Santa Fe in Jakarta, Indonesia in 2001 as corporate services manager. In 2003, James was promoted to business development manager of Santa Fe, China and soon after took up the role as relocation services manager for the company's rapidly growing relocation activities in Shanghai. James became general manager, Shanghai in 2004 and general manager, Central and Southern China in 2008. James will continue to operate out of Shanghai.

In a separate announcement Santa Fe has advised that Jamie Wong will be taking over new responsibilities as general manager, Northern China where he will be responsible for offices in Beijing, Dalian, Qingdao and Tianjin. The company says that Jamie's experience, knowledge of the culture, language capabilities (Mandarin, Cantonese, Korean, Dutch and English) and proven track record as a leader will help further strengthen operations in Northern China. Jamie has been with the Santa Fe Group in Asia for 11 years. He began his career in Hong Kong as an account manager in 2002 and subsequently relocated to Shanghai in 2005 where he took



● James Gooding

James will be responsible for leading the relocation, moving and records management operations of Santa Fe China

up the role of corporate account manager. Jamie launched Santa Fe's offices in South Korea in 2007. Jamie will operate out of Beijing and will move into his new role as soon as the new general manager for South Korea is in place.

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INTERVIEW: BERIN RILEY

The easy way across the Channel

An interview with Berin Riley from Move-it Channelmoving.



● Moving in the right channels - Berin Riley.

For many years Brits, with a few pounds to spare, have had a penchant for a little place in France. The house prices were low, the food and wine great, the weather – better than Blighty anyway – and the people, well they were French. As the 20th century faded into the past, so Berin Riley decided to cast off big company life and start something of his own, helping the English move across la Manche, and Channel Moving was born. But it wasn't just the Channel gales that tested Berin's nerve ...

Berin, like so many others, got into the moving business by accident. He was fed up after doing his 'A' Levels and took a summer job working for a travel company. He loved it and answered an advert for Pickfords assuming it was Pickfords Travel. Only after he'd been offered the job did he realise it was a moving company.

Berin learned his trade at Pickfords, starting in 1984 in Maidstone, and later becoming a depot manager in Harlow. He tried to escape from Pickfords but failed: moving to Arthur Pierre, later to become Allied Pickfords; and, after a short stint at

the International Moving Group in Barking, went back to Pickfords in Enfield as Head of Sales and Customer Service.

“Moving from Pickfords to Arthur Pierre was a shock. Pickfords was a great training ground but the way Arthur Pierre drove quality was intense.”

Berin Riley

.....
“Moving from Pickfords to Arthur Pierre was a shock,” he said. “Pickfords was a great training ground but the way Arthur Pierre drove quality was intense. I still work with ex-Arthur Pierre colleagues, even though they are all spread around Europe, because we all have the same approach to quality.”

Having been outside the big company environment meant that

Berin couldn't settle back at Pickfords so he left to start Channel Moving. “I spoke some French and there was a surge of people moving to France. I spent the first year driving and running up horrendous mobile phone bills.”

At that time Berin's company had a turnover of around £500,000 a year and a lot of private client traffic for a small company. Right from the start it had invested in a top notch website, unusual for movers at that time, which brought in business from a wide catchment area. And Berin also played another master stroke. “I had always thought that the term 'part load' was negative,” he said. “It sounds as if there is a risk of getting things lost and no guaranteed delivery. I changed it to a 'flexi-load' service. The difference was that we would tell the customer when we would deliver. It gave them much more confidence and allowed us to win more business at better prices.”

Berin published a schedule of movements on the company's website for up to six months ahead. “We rarely had to go without a full load. We were just guaranteeing what we knew we could do anyway.

We still do it that way now.”

When 2007 came, so did the recession for Berin. “It went from flat out busy to nothing overnight,” he explained. “That was when the American market crashed. I think it had a knock-on effect here with the people who were remortgaging to move to France. The banks started to slow down a bit. I remember clearly that the phone stopped ringing. It was bizarre.” The company suffered badly which resulted in Berin having to place the business into administration and was then encouraged to do a pre-pack sale by the administrators. “But I didn't want to do that. We had a good strong brand in a niche market so I looked for a buyer that the administrators could sell the brand to.”

Enter Move-it, one of the largest domestic movers locally, who also had a strong brand but it too was suffering from the effects of the recession and the local housing market. The company was run by Ian Thomas and Keith Evans and had been in business since 1985. In June 2008 Move-it bought the assets of Channel Moving and Move-it Channelmoving was born. The

newly merged organisation took up residence in the old Move-it premises in an attractive and ancient bone mill near Ashford with Keith and Ian running the domestic, storage and archiving business and Berin looking after international and European work.

“Any company can do well in a good market, but if you can survive the bad times it gives a great boost in confidence...”

Berin Riley

Life was still tough but a corner had been turned for both companies. However there was soon to be another unexpected blow. Channel Moving had been a member of The Guild and Move-it was a BAR member. It transpired that despite all efforts to the contrary, a reference to the Guild had inadvertently been left on Channelmoving's extensive website by the company's web provider, a matter which turned out to be a costly experience.

Since then the business has settled down and, through a lot of hard work, has improved. Berin and Keith now control the business together as financial partners, international work is expanding and they both took a stand at IAM for the first time last year. “We are very ambitious for the business. Europe is still very strong and we also do a lot of FCL work particularly to the migrant destinations.” But Move-it Channelmoving has a unique offering to the international market. Its strength in European work, its location near the English Channel and its regular schedule, make it an ideal hub for traffic coming into mainland Europe through the UK. “We would now like to encourage more trade work, especially into Europe, both from the UK and worldwide.”

The last few years have been far from easy for the company but Berin believes that it is emerging from the bad times a better company than it went in. “Our strength is in our longevity,” he said. “Any company can do well in a good market, but if you can survive the bad times it gives a great boost in confidence for us and our customers too.”



Title:

21 & Over

Directors:

Jon Lucas, Scott Moore

Starring:

Justin Chon, Miles Teller, Skylar Astin, Sarah Wright.

Genre:

Comedy

Rating:

15

Running time:

93 minutes



Mary Jay is a student of film at Redborne College in Bedfordshire.

● Just a couple of drinks - what could possibly go wrong?

Just a drink with friends

This is from the writers of *The Hangover*, so knowing that piece of information sets you up for what you'll be getting when seeing this film. Justin Chon plays Jeff Chang (the type of person that you always have to call by their first and last names as do his two best friends) who has just turned 21. His best friends from high school, Casey (Skylar Astin) and Miller (Miles Teller), surprise him and want to take him out to celebrate. The problem is that Jeff Chang has an interview the next day that his very strict father has set up for him. With the promise that they'll look after him and make sure that he is fresh faced for the morning, Casey and Miller persuade him to go out for a drink ... or two.

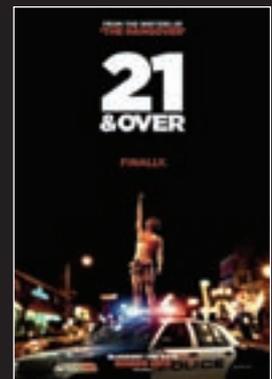
Unsurprisingly, their night doesn't turn out how they planned meeting people such as Nicole (Sarah Wright) a pretty love

interest for Casey, a drunken dancing man dressed as an Indian chief and an angry buffalo. This coming of age story is about old friends who may have lost touch coming together and trying to make time for each other while they still can. It's a comedy that is perfect for teenagers who are about to be separated from their school friends as it reminds you that it's important to keep in contact. Even adults can take a lesson from it: to try and make a little more effort with those old friends you don't see very often.

The performances are what you expect from a film such as this, childish and funny. Although both the performances and the film itself are predictable, it isn't disappointing to guess what happens because it is an enjoyable film.

Upcoming films

At the end of June *Monsters University* is scheduled to be released. This is the sequel to the brilliant *Monsters, Inc.* that was released in 2001. Bring out your inner child and reunite with Sulley and Mike soon!



NEWS: PRODUCTS

New reach truck range from Jungheinrich

Jungheinrich has announced the launch of a new addition to its best-selling range of sit-on reach trucks. The new model – the ETV 318 – has a capacity of 1,800kg and can lift a 1,000kg load up to 11.5 metres.

The ETV 318 comes with a choice of configuration packages which allow the truck to be tailored to each user's precise needs before it leaves the factory.

For instance, if the user's application involves frequent lower level pallet movements with longer travel times between stops, the truck can be set-up to offer faster travel speed. Alternatively, if the user demands higher mast movements with shorter journeys between picks or pallet put-away, the ETV 318 can be configured with higher mast lifting speeds.

The ETV 318 features the latest generation AC technology which offers exceptionally high performance and reduces operating costs to a minimum. A fully sealed electronic controller and custom-designed onboard software specifically tailored for fork lift truck use helps to increase the truck's reliability and energy efficiency.

To further reduce energy usage – and therefore truck running costs – the ETV 318 has both regenerative braking and regenerative mast lowering features (at high lift heights). Every time operators brake or lower



● Jungheinrich ETV 318.

the forks, the ETV 318's advanced AC technology reclaims the excess energy and uses it to charge the battery.

Jonathan Morris, Sales Director of Jungheinrich UK Ltd, commented: "Jungheinrich developed its first reach truck over 50 years ago and since then the company has gone on to set new standards in reach truck design. No fork lift truck manufacturer sells more sit-on reach trucks globally than Jungheinrich and the ETV 318 is an exciting upgrade of the world's best-selling sit on reach truck range."

Tough Tracker - virtually indestructible

G2M Technologies Ltd, the Leeds-based innovations company, has signed a deal to exclusively distribute Tough Tracker to the UK's transport sector. Tough Tracker is the world's first virtually indestructible satellite tracking device for the protection of assets.

The device is designed to be fitted to the exterior of assets used in the most demanding outdoor environments such as trailers, skips, containers and plant. It can even be welded directly to the asset to become an integral part of its structure.

The patented design includes an armoured outer shell made of an impact-resistant composite, stronger than steel, which is used in the manufacture of Formula One cars. All the electronics are encased within this material forming a complete IP 68 rated seal.

"We have been involved in the global tracking sector for over fifteen years but we have never seen anything like Tough Tracker," said Andrew Tillman, Director of G2M Technologies. "There are lots of devices that are marketed as asset security products but they are all manufactured in flimsy plastic housings. Tough Tracker is the first asset-tracking device that is actually fit for purpose. We have a video on our website of it being hit with a sledgehammer and after hundreds of hits it has barely a mark on it."

James Bryan, Managing Director of



● Tough Tracker.

Tough Tracker said, "We have spent years developing this patented product which has been selected as a finalist for the 'Best Asset Security Innovation' category for this year's Energy and Innovation Awards. We are truly excited about this partnership with G2M and believe that they will give Tough Tracker the exposure it needs to become the best-selling high-security asset-tracking device on the market. It is a unique product that exceeds the most stringent security requirements for their customers to protect their assets."

● www.g2mtechnologies.com.

Jungheinrich celebrates 50 years in the UK

2013 marks Jungheinrich's 50th year in the British fork lift truck market. Originally located in Manchester, the company now has its headquarters in Milton Keynes with six regional service centres covering the whole of the UK.

Hans-Herbert Schultz, Managing Director of Jungheinrich UK Ltd, said, "We are very proud to have reached such a significant milestone in the UK and are looking forward to our next half century working closely with our customers."



The world's warmest socks

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● £7.99 from www.heatholders.com.



YourComments

Re: Happy 10th birthday London Congestion Charge

The Mover, April 2013, page 31.

Tony's Removals

I write with regards to a recent article in your April Edition of *The Mover* regarding the 10th anniversary of the London Congestion Charge and find it extremely funny that although I am a one man band and I operate from home in the North East of England and normally work locally, I had cause to pass through the zone on the 11th April 2013.

On the day in question I was due to travel to Kensing in Kent to collect some old G Plan furniture to bring back to Teesside however, as I was travelling down there empty I managed to pick up a few jobs which took me to North London N8 area then to Wimbledon then to Kent and finally to Chelmsford in Essex to drop off another chair before heading home.

The day before I set off I was made aware of the charge so I had a look on their web site which is not very clear and I made a comment about this and left my mobile number for them to contact me. As I was dropping off my first load at N8 I was contacted by the transport office and gave them the postcodes of my next jobs. I was told I should be OK and skip round the zone however on turning round to go to Wimbledon I saw a congestion charging central zone sign with no option but to carry on. I agree with what you say that there should be more warnings and you cannot see signs on the road or had I overtaken a bus as I turned left I would not have seen the sign and would not



● The story in April's *The Mover*.

have known about it until I got a fine in the post. This is the first time I have driven through London and the first time I have visited the centre in about 24 years.

Although I do the odd long distance job I believe, like you say, this charge to be unfair on people like me visiting the area rarely and have no option to drive through it. The same can be said for the Low emission Zone areas although I am exempt as my van is fairly new how can someone add a few hundred pounds on a job if they have an older vehicle?

I look forward to your comments and will carry on reading your magazine as long as I receive it.
Tony's Removals

Editor's note:

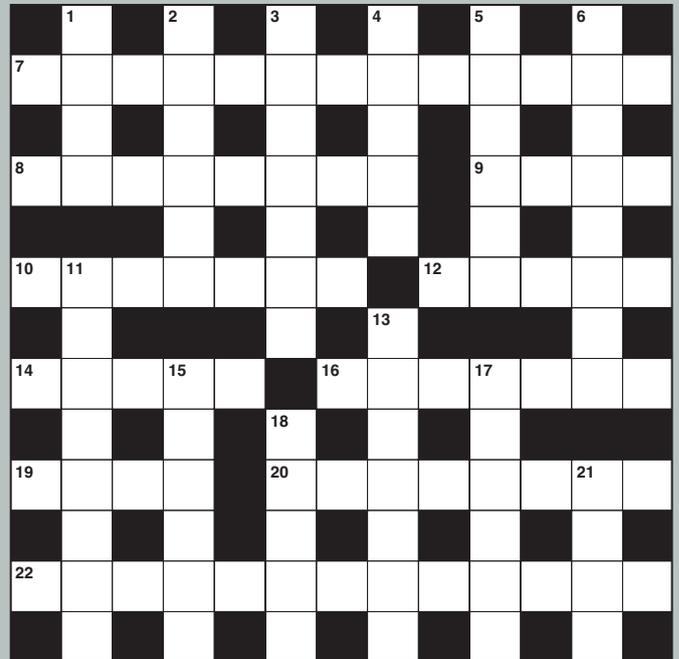
It's bad enough for people who know London well. If you are a stranger in town it must be a nightmare ...

Download *The Mover* back issues

Visit: www.themover.co.uk/back-issues



Puzzles

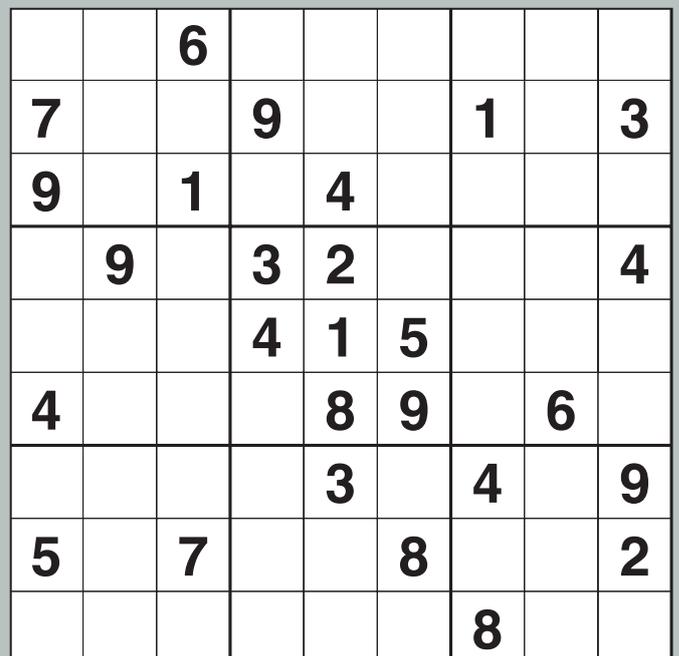


ACROSS

- 7 Easily angered (5-8)
- 8 Aromatic plant used in cooking (8)
- 9 Throb; feel sore (4)
- 10 Printing machines (7)
- 12 Move effortlessly through air (5)
- 14 Customary (5)
- 16 Nonattendance (7)
- 19 Social insects (4)
- 20 Resembling a rabbit (8)
- 22 Untiring (13)

DOWN

- 1 Keep away from (4)
- 2 Commands (6)
- 3 Zebra markings (7)
- 4 Besmirch (5)
- 5 To happen to (6)
- 6 Deliberate (8)
- 11 Resounding (8)
- 13 Vivid (7)
- 15 Reply (6)
- 17 Overseas (6)
- 18 Desolate (5)
- 21 Longest river (4)



DIARY DATES

DiaryDates

E-mail your
Diary Dates to
nikki@themover.co.uk

MöLo International Fair
19 – 21 September 2013,
Kassel, Germany

AMÖ General Assembly
21 September 2013,
Kassel, Germany

IAM 51st Annual Meeting
7 – 10 October 2013,
Vancouver, BC, Canada

**SSA UK European Self Storage
and Trade show**
14 – 15 October, 2013
London, UK

**The Movers and Storers Show,
including The Mover Conference**
22 – 23 October 2013,
Silverstone Circuit, UK

FEDEMAC General Assembly
25 – 27 October 2013,
Sofia, Bulgaria

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Send in your stories too

Although *The Mover* is published in the UK it tries to include as many stories from around the world as possible. So, don't be shy. If you have something to say about what's going on in your country or a message for the members of the global moving industry, just tell *The Mover* and we'll tell the rest of the world.

Don't forget that all stories published in the magazine itself will be reproduced on www.themover.co.uk allowing anyone the opportunity of reading them at any time. What's more, your stories will all carry a live link to your company website making it easy for search engines and real people to find you.

So, what are you waiting for? Time to get typing.

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2013**

Did you know?

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

Shakespeare is the second most quoted writer in the English language – after the various writers of the Bible.

Sea otters often float in groups called rafts which can number from two to 200, while they eat rest and sleep.

The real name of A.A.Milnes' character Winnie The Pooh is Edward Bear.

There are 20 active volcanoes around the globe erupting at any one time.

Over three million people globally every month search for something online with the words 'interesting facts' in it.

Snails can sleep for up to three years.

Apparently, women speak about 20,000 words a day while men only speak about 7,000.

For a butterfly to fly it must have a body temperature of no less than 86°F or 30°C.



Is it just me, or is it cold in here?

Puzzle solutions



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

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

FEATURE SCHEDULE

Over the coming months we'll be putting together in-depth features concerning aspects of the moving industry. If you'd like to contribute, please e-mail editor@themover.co.uk.

Features coming up:

- July: Dubai
- August: Standards and certification
- September: India



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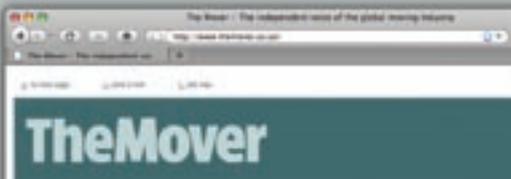
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Enquiries

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