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Issue 051 June 2015 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover



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The new FIDI president. Page 26

# Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

## Guernsey & Jersey

|                  |                |
|------------------|----------------|
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Alderney, Sark, Herm rates on request.



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## H.M Customs Documentation - Channel Islands

- All goods received at our Portsmouth Channel Islands Receiving Facility must be already wrapped with an inventory and accompanied by full delivery details
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# TheMover

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## LEADER

## The compliance conundrum

Steve Jordan, Editor



Some of you may have noticed that there have been a few international conferences going on in recent months. *The Mover* has covered (almost) all of them. At most of them there has been a recurring theme: compliance. Now I can feel you all yawning at this point. The very word is soporific. But if you are not already affected by compliance it's because you don't do any corporate work or, if you do, your customers haven't woken up yet. Be assured: they will. If you get left behind, you'll be putting up the 'To Let' sign before you can say 'receivers'.

The problem can be left firmly at the door of the media. By that I mean all media especially online stuff such as Twitter and Facebook as well as the more traditional newspapers and TV news. Today we live in a world in which there is no hiding place and the bigger you are, the bigger target you make. Our world is also more brand oriented than ever before too. Large global brands live in fear of a bad news story, a product recall or, in our industry's case, a corruption charge. Imagine the field day the media would have with a large household name brand being found guilty of bribery. They would be all over the company like measles and the affect would be catastrophic.

So, the big companies don't do it. They abide by the international regulations (and the UK's are the strictest in the world) and will not do anything that might put them in the firing line. They also make sure that their entire supply chain does the same: which includes you. If you don't, you're gone. And we are not talking about FIFA scale stuff here. Just paying a few quid to get a shipment cleared faster or to 'help' with a visa application is enough. Not only do they expect suppliers to abide by the rules, they want you to be able to prove it too. Very tricky. And it's no use saying "that's the way we do business here" if you happen to be working in a corrupt country. It won't wash.

Compliance is a word you will begin to hear more often and read more about in these pages. For some companies it already occupies their every business moment. If you haven't already done so, it might be worthwhile deciding how you are going to deal with it.

Steve Jordan



● Bishop's hands over a cheque for £2,000 to Springfield Special Needs School.

## Bishop's sponsors school minibus

For the next three years Bishop's Move Oxford, part of the Bishop's Move Group is sponsoring a minibus for Springfield Special Needs School, based in Witney.

The vehicle will be painted in Bishop's Move's recognisable yellow, blue and red colours. The company also has committed to contributing £2,000 each year towards the maintenance and fuel of the minibus. The autistic son of Angus Mackintosh, an HGV driver at Bishop's Move Oxford, currently attends Springfield. Later this year Angus will complete a skydive – again sponsored by Bishop's Move – to help raise further money for the school.

On Friday 17 April, representatives from both Bishop's Move and Springfield School were joined by the Mayor of Witney, local councillors – including parliamentary candidates – and a number of parents for the official unveiling of the vehicle.

"We are delighted to have agreed this partnership with Bishop's Move," said Emma Lawley, Springfield School's Head Teacher. "The vehicle looks fantastic and I'm confident the children will enjoy using the minibus. Access to transport is

crucial for our pupils as it enables them to get out and about to wider activities such as Riding for the Disabled, swimming, sports events, day trips and residential. The vehicle certainly stands out from the crowd and I'd like to thank Bishop's Move for its generous support and everyone who came to the official unveiling of the minibus."

Rob Jeffrey, Bishop's Move Oxford Branch Manager said: "As a company, we are firmly in the business of supporting our local communities. The investment into the new vehicle means Springfield School needn't worry about fuel and maintenance costs for the next three years which I hope further empowers them to meet their visions, values and aims. It's a wonderful establishment and we are proud to support them."

"We look forward to a fruitful relationship with Springfield School over the course of the next three years," said Chris Marshall, Bishop's Move Sales and Marketing Director.

  
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## NEWS: UK



● The Trussell Trust foodbank network.

## BOURNES MOVES SUPPORTS RYE LOCAL FOODBANK

Bournes of Rye has helped its local foodbank by donating unwanted, non-perishable food from its customers.

**B**ournes is encouraging its customers to donate to the foodbank and making it easy for them to do so by collecting the items on move day and delivering them on their behalf.

Also, if people who aren't moving want to donate they can drop their items in to Bournes' Rye Head Office reception any time during office hours (Monday-Friday, 8.30 to 17.30) and Bournes adds them to its deliveries.

The foodbank in Rye has been set up by the Reverend Simon Earl, supported by an enthusiastic group of people led by Gillian Jarrett and follows foodbank's opening in Bexhill and Battle under the Trussell Trust umbrella. [www.ryeandbattleobserver.co.uk/news/food-bank-is-set-to-open-doors-in-centre-of-rye-1-6437425](http://www.ryeandbattleobserver.co.uk/news/food-bank-is-set-to-open-doors-in-centre-of-rye-1-6437425). The Trussell Trust's UK foodbank network partners with communities nationwide to launch foodbanks that provide three days of emergency food to men, women and children in crisis.

Many families hit crisis and cannot afford food. One in five people live in poverty in the UK and in the South East alone over 58,000 adults and 33,000 children were helped by the Trussell Trust foodbanks last year.

● For more information visit [www.trusselltrust.org](http://www.trusselltrust.org).



● The ULEZ will encourage the use of newer, cleaner vehicles in London.

## Boris announces Ultra Low Emission Zone for London

Following a public consultation, the Mayor of London, Boris Johnson, has confirmed that an Ultra Low Emission Zone (ULEZ) will be enforced in the capital from 7 September, 2020.

**T**he aim is to encourage the use of newer, cleaner vehicles and to improve the quality of life and health of Londoners.

The ULEZ will operate 24 hours a day, seven days a week in the same area as the current Congestion Charging Zone (CCZ). All cars, motorcycles, vans, minibuses and heavy goods vehicles will need to meet exhaust emission standards (ULEZ standards) or pay an additional daily charge to travel within the zone. HGVs and large vans will be required to meet Euro 6 Standard.

As with the current congestion charge there will be no barriers or tollbooths. Cameras will read the vehicle's number plate as they enter, leave or drive within the zone and check it against a database of those who meet the ULEZ standards.

Residents who live in the ULEZ will be granted a three year sunset period with a 100% discount to give them more time to change their vehicles to meet the ULEZ standards. The discount will be available to those who live in the ULEZ from 2020 to 2023 and will only apply while they live within the zone. After 6 September, 2023 residents must pay 100% of the

## The ULEZ will operate 24 hours a day, seven days a week in the same area as the current Congestion Charging Zone (CCZ).

daily ULEZ charge to drive a vehicle in the zone if it does not meet the ULEZ standards.

The ULEZ residents' discount will be available to residents within the ULEZ and in designated areas next to the ULEZ (as applies to the Congestion Charge residents' discount). More details of how this discount will be applied will be available closer to the time.

The ULEZ standards are based on 'Euro standards', a range of successive exhaust emission standards for petrol and diesel engines. These standards define the limits for exhaust emissions for new vehicles sold in EU Member States. Vehicle manufacturers may only sell new vehicles that comply with these standards from a certain date. Information obtained from Transport for London.

## Mover Steve runs marathon to help Fight for Sight

Steve Fanning, a removals specialist at A-Staff Solution Ltd ditched boxes for running shoes on 26 April to compete in the Virgin London Marathon.

**S**teve was running in memory of his late grandmother who suffered from age-related macular degeneration, which caused her to lose her sight. Funds raised from the run will be donated to his chosen charity Fight for Sight which funds pioneering eye research to prevent sight loss and treat eye disease.

Steve, who completed the marathon in 4 hours and 45 minutes said, "The atmosphere was absolutely electric and the support from the crowd definitely made it easier getting around the course. I was pleased to cross the finish line and raise awareness and funds for such a great charity as Fight for Sight. I'm already considering running again next year."

You can still donate to Steve online at [www.justgiving.com/steven-fanning](http://www.justgiving.com/steven-fanning) or text KIPS50 for your donation to 70070.



● Steve Fanning at the London Marathon.

## Got an event coming up?

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



## 87-year-old Morris pantechnicon makes London - Brighton

Bishop's Move has completed the 54th Historic Commercial Vehicle Society Challenge from Crystal Palace to Brighton on Sunday 3 May.

Neil Bishop, Business Development Director, was joined by his father and recently retired Bishop's Move Chairman, Roger Bishop, as they crossed the finishing line in the company's 1928 Morris 1-tonne pantechnicon, affectionately known throughout the company as 'Sammy'.

Neil Bishop, said, "The Historic Commercial Vehicle Society London to Brighton Challenge is a firm fixture in the Bishop's Move calendar. We are proud of our history and heritage and displaying our vehicle demonstrates the transformation the business has witnessed throughout the past 161 years. We would like to thank the Society for its accommodation on the day during what was another memorable event."

The origins of the Historic Commercial Vehicle Society date back to 1958 when it was formed by a small group of enthusiasts with around a dozen preserved commercial vehicles. Today the Society has over 3,000 members who between them own more than 7,500 historic vehicles.



● Sammy in Brighton.



● www.phs.co.uk.

## New PHS website

PHS Group has launched a new website that gives visitors the opportunity of downloading a free guide to a smarter workplace.

The new website has been designed to be easy to use with improved navigation and functionality throughout. Customers now have access to detailed product and service information with the option to share information across all major social networking sites.

The new site was specifically designed to help customers understand PHS's complete range of workplace service solutions. It includes technical data, videos and case studies. It also has the latest free guide on how to create a smarter workplace for a more productive workforce. The guide includes tips and advice on how to maintain the workplace across the range of PHS specialist services, from hygiene through to compliance.

Talking about the launch of the new website, Jonathan McGregor, PHS Chief Marketing Officer, said: "Our new website is fully responsive,

meaning all site pages now automatically resize to fit the screen of any computer, tablet or mobile device."

**"...all site pages now automatically resize to fit the screen of any computer, tablet or mobile device."**

Jonathan McGregor

Other new features on the website include a new online chat service, offering customers the opportunity to get answers to sales enquiries in real-time; an educational section focussing on help and guidance on a range of specialist topics; and a new improved vacancy section.

● www.phs.co.uk.

## Tracey runs 26.2 miles for Macmillan

Tracey Rowland from Reason Global Insurance completed the Brighton marathon on 12 April, raising over £800 for Macmillan Cancer Support.

The race took the runners along the iconic Brighton sea front on a day that was perhaps a little warm for some of the competitors. Tracey, however, said she enjoyed the race and put in a very creditable time of 4hrs 50min.

Tracey has now run five marathons. To prepare for Brighton she ran around 35 miles a week and trained with British Military Fitness who kept her focussed. "They are a great bunch," she said. "They really helped me. I would like to thank them and all those people who sponsored me. I know that Macmillan will use the money wisely."

Anyone who has ever completed the marathon distance will know that it requires dedicated training and absolute determination. It's easy to watch the elite athletes and compare others to them. But for mere mortals to complete such a distance is utterly remarkable, whatever time they post, and no matter how many people cross the finishing lines, it will always remain so.

Although the race is now run, it's still possible to make a donation. If you would like to do so, just e-mail TraceyRowland@reason-global.com and she'll tell you how.



● Tracey Rowland.

## FORS reaches 100th new registration

The Fleet Operator Recognition Scheme (FORS) has announced its 100th new registration since the scheme became self-funded on 17 February, 2015 and was established as a national scheme in March.

Anne Johnson, FORS Operations Director said, "We are delighted with this early success and we look forward to reaching further milestones. Our aim is to fully establish

FORS as the single national standard for the industry."

FORS gives operators throughout the UK the opportunity to demonstrate their commitment to raising both operational and professional standards. It is an accreditation scheme that delivers safety, environmental and efficiency benefits for fleet operators by encouraging the adoption of best practice industry standards.



## SECURITY: SUPPLY CHAIN PHISHING



# Phishing with supply chains

Typically, criminals will be searching for the easiest way into your data systems – but have you ever considered if the weak link lies within your supply chain?

By James Moore, Senior Security Consultant for Phish'd at MWR InfoSecurity.

**T**he *Financial Times* recently highlighted the case of Target, the US retailer, whose database was compromised by a hacker who entered the system using permissions that were granted to a refrigeration and aircon supplier. The criminal stole details of more than 70 million customers, including the account information for 40 million credit card holders.

If you have tightened up your own act and policies – in terms of defending yourself against cyber attacks – you still have to look at the bigger picture. If you've educated every single one of your own staff about suspicious e-mails and weak passwords, that's great – but it only makes it more likely that hackers will choose to target and attack you through your supply chain.

You know that the companies in your supply chain hold your data. But do you know if they

protect it with the same care that you do? In the worst case scenario, they hold all of your data but with none of your protection.

### **Send the office manager an e-mail from known office supplier – guaranteed success!**

Lately we have been seeing a rise in phishing e-mails coming either from legitimate suppliers or from someone masquerading as a third party supplier. And with so much information regarding an organisation's employees available online, the most common way to exploit employees in a company is a phishing e-mail that targets the user and attempts to attract them to click on a link or attachment. These can be anything from promises of deals or offers to e-mails that purport to be invoices or banking statements. Phishing assessments against employees have shown that as many as 60-90% of employees are susceptible

to these attacks – effectively allowing an attacker to jump right over the traditional security controls so many organisations are still heavily investing in and relying on.

So how do you protect yourself? Well, you have to think like the hacker who is targeting your own network. For example, how would you target the office manager? You would send them an e-mail from a known office supplier, with an almost guaranteed success. This is easy, particularly with a lot of this type of information

**So how do you protect yourself? Well, you have to think like the hacker who is targeting your own network. For example, how would you target the office manager?**

available on the Internet, such as on your 'Our partners' webpage or LinkedIn profiles.

Originally seen with defence contractors and APT actors targeting companies for government intelligence, this MO is now extending its way into the commercial world where intellectual property can be lifted from your suppliers.

If your data is held on third party systems, it is just as much at risk as on your own network. You need to consider the cyber defences which are in place there, just as thoroughly as you do your own.

### **How do you extend cyber security to the third party suppliers that you rely upon?**

Well, you can phish them yourself or you can simply check that they have the necessary phishing and security awareness in place. If you need to receive e-mails from third party suppliers, you should train your own staff to look out for 'unnatural' and unusual e-mails. And, if you can extend this training to your suppliers' staff, this will actually add an extra layer to your defences.

Testing through phishing is generally extremely useful: it enables you to analyse your business-wide susceptibility; it helps to sharpen your incident response processes and encourage users' reporting of real-world phishing to IT; it tests password policies; and it helps you to understand your supply chain vulnerabilities too.

When considering cyber security, there tends to be a greater emphasis on the latest technology or the latest programmes which are constantly evolving and updating but practical employee security awareness training needs to happen frequently in addition to the traditional awareness training most organisations already use. Disregarding these crucial elements can prove dangerous, because when you take away the technology element, all that's left is to target people.

In this modern world of ubiquitous connectivity and constant communication, your systems are only as strong as the weakest link – and that link may very well be in your supply chain.

## James Moore

James Moore is Senior Security Consultant for Phish'd at MWR InfoSecurity, where he is responsible for delivering a suite of managed security services designed to measure, track and improve employee security awareness – including managed phishing campaigns, point-in-time

employee security training and threat intelligence services. He also has a number of years' experience as a senior penetration testing consultant (CREST CCT Apps & Inf) providing information security assurance to a range of firms from FTSE 100 to public sector.



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## NEWS: UK



● VK Removals & Storage.

## VK Removals & Storage joins AIM

VK Removals & Storage Ltd in Cookstown, N. Ireland has joined the Alliance of Independent Movers, the first removals company in the Province to do so.

**V**K Removals is run by Vincent Dynes and his wife Karen, they began trading in 2011. The company operates throughout Ireland and makes several runs a week to England and the rest of the UK as well as regular trips to Europe.

Vincent said, "We joined AIM because we wanted to be part of an organisation that helped maintain high standards and also because we wanted to network with other removals companies in the UK. Also, as an independent family company I think it is reassuring for our customers to know we are part of an alliance like AIM."

AIM founder Scott Rust said, "VK Removals & Storage is a young company, but they have already built an excellent reputation and are always looking for ways to improve their services. I am delighted to welcome them as members and look forward to working with Vinnie, Karen and their team in the future."

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

## Knightmovers photobombed by Pickfords

**W**hen North Wales removals company Knightmovers set up its camera at the Menai Bridge to get a shot of its new Scania

truck, it didn't expect to be photobombed by one of the UK's best known removals brands.

Just as the Knightmovers lorry came in to view and the cameraman pressed the shutter, a Pickfords van travelling in the opposite direction suddenly appeared and photobombed the shot – truly perfect timing!



## Maidmans' new addition to the fleet

Maidmans has recently added a newly refurbished truck to its fleet; the new vehicle is an 18-tonne Scania, which can also carry five storage containers and benefits from having air ride suspension.

**S**teve Webber, Director at Maidmans said, "Our new vehicle increases our overall cubic capacity, as well as giving us the ability to carry much heavier payloads. Scania's are renowned for their workhorse reputation as well as being an eye-catching vehicle. We are delighted to have this addition to our fleet as it will further enhance Maidmans' aim to provide a first class removals service in the Dorset area."

The newly acquired 18-tonne Scania was used for a recent National



● Steve Webber and the Maidmans team with the new 18-tonne Scania truck.

Trust move, continuing Maidmans' ongoing relationship and support of the charity.



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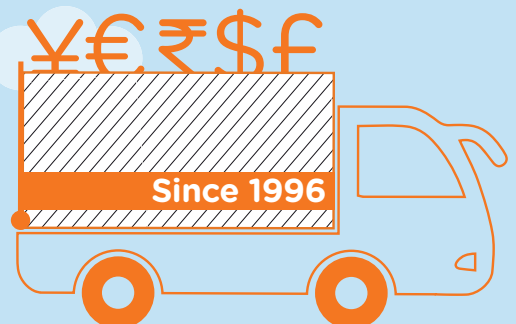
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## REPORT: EuRA CONFERENCE

It was an overload of information from the great and the good of the industry, all valuable but too much to comprehend at one sitting. For this reason *The Mover* will be including reports from EuRA in the next few issues: medicine a spoon at a time!

Patrick Oman took to the stage for his last presidential assignment and ably bounced off Tad Zurlinden, EuRA's CEO, in a double act that would have made a worthy challenge to Ant and Dec. Both were kept under control by the poised and utterly competent Frances Edmonds as facilitator.

### Key drivers for the future

The opening keynote address came from Ray Hammond, a futureologist, entitled: 'The eight key drivers for the future' in which he discussed what will shape the future for us all. He said, for example, that the mobile phone was not something that we will have in the future. At least, that's not what it will be called. For example he said that when first invented a motor car was called an 'iron horse' because there was no language to explain it better at the time. Similarly a movie projector was called a 'magic lantern'.

Ray also had a warning. Having been through his first seven key drivers he arrived at the eighth which, he said, was

the bottom two billion people on the world's social ladder. "If our governments don't invite these people in," he said, "they will come and get us." A topical thought for a group dedicated to global mobility. He also said that if cultural differences become dissolved and the world becomes one, it will be a poorer place. "I believe that we can do globalisation in a way that respects and enhances old cultures allowing them to thrive while meshing with the world."

### Being Appy

Peggy Love (Dwellworks) moderated a session about the use of apps and how they will be applied in the mobility industry. After discussing the growth of the industry and the emergence of apps such as Uber, the meeting turned to look closely at itself. The audience was split into small working groups and asked to consider specific mobility functions such as school search or visa application. In each case they were asked to speculate about whether, in the future, it might be possible to provide that function automatically, without any personal contact, using an app. Interesting!

There was much disagreement however, as the meeting progressed, it became clear that many of the services traditionally provided by relocation professionals



# EuRA CONFERENCE IN PORTO

Over six hundred of the world's finest mobility experts gathered at the Sheraton Hotel in the charming town of Porto in Portugal for the 2015 EuRA conference in April.



● Top: facilitator Frances Edmonds; second from top: Appy Group session; above: Peggy Love; far left: Tad Zurlinden and Patrick Oman; left: Ray Hammond.



## REPORT: EuRA CONFERENCE

could, in the future, be accessed online. Many people used the argument that when assignees are under stress they need the reassurance of personal contact. However, that is judging the situation by today's standards. As new generations come along, people who have grown up with modern technology, understand it and trust it, why wouldn't they, for example, choose their own accommodation from a virtual tour. After all, people are perfectly happy booking their flights online now when the technology is relatively untried.

It became clear that the mobility industry would need to change and, if it didn't, many of the companies now flourishing would find life much more difficult in the future.

#### DSPs and RMCs working together

It seemed at first sight that RMCs (Relocation Management Companies) and DSPs (Destination Service Providers) should be working together, after all they are both trying to serve the same clients. However, there were clear divisions in which the master/servant relationship was common. The panel included Richard Tucker from Cartus; Susie Goodall from Brookfield; and Jacqueline Biersma from TEAM Relocations.

The meeting began with moderators Sabine Baerlocher, EuRA Vice President

(Active Relocation, Switzerland) and Patrick Oman (Irish Relo, Dublin) explaining the results of a recent survey in which respondents had identified the most important factors in a DSP/RMC relationship. Clear communication was high on the list; followed by expectation management; demonstrating added value; performance feedback; cost saving and price negotiations; and solution focussed thinking.

The biggest round of applause came when it was suggested that DSPs have a choice about whether they accept work and at what price. The suggestion was that the choice was an illusion as the barriers to entry to the market were very low and there will always be some newcomer that will undercut. Although the gap between the experienced and the new members of the industry seemed small it was, in fact, very large. Corporate accounts should be at the meeting, it was suggested, so they could understand the pressures under which both DSPs and RMCs operate.

#### The Zeitgeist

This session, panelled by Peggy Smith of Worldwide ERC, Steve Cryne of the Canadian ERC and Dr Barbara Gibson, an intercultural communication consultant, looked at the key skills needed by global

leaders and how companies and suppliers can cultivate a mobility mindset that supports long-term development of skilled global executives while improving the short-term performance in international assignments. Peggy and Steve provided input from the relocation perspective while Dr Gibson shared the results of her dissertation on 'intercultural competences needed by global CEOs'. Full report next month.



● Above: Sabine Baerlocher; above right: Steve Cryne; bottom: the DSP and RSP panel; below left: Dr Barbara Gibson; below right: Peggy Smith.



## EuRA SUPPORTS PORTS CHILDREN'S HOME

In common with many organisations nowadays, EuRA selected a charitable cause to support at the conference. This year EuRA raised money to provide a new bus for a local children's home run by the Portuguese Association for the Rights of Children and Families. The old one was falling apart. There are seven homes in Portugal, two of which are in Porto. The bus is used to allow the children to travel to sports and cultural events around the city. They said that they would like to undertake longer journeys without the fear of the bus breaking down. To raise money EuRA prepared a very useful app for the conference and contributed €5 every time someone downloaded it. In addition EuRA arranged both a silent and a live auction to encourage delegates to part with their money. By the end of the conference the group had raised €20,000, more than enough to pay for the new vehicle.



● The EuRA team with a painting presented from the children's home in thanks for raising money for the new bus.



## REPORT: EuRA CONFERENCE



### Immigration – what's working and what's not

This session looked at how 'blue cards' are working across Europe and asked contributors from around the world to provide their thoughts on the immigration processes that applied in their countries. The advice was designed to help relocation companies advise their clients on how to remain compliant while using the available relocation services to their best effect. The presentation was facilitated by Anita Meyer from am&pm Relocation with the aid of Kasia Pinska from Fragomen, Stuart McAlister from Inter Relocation and Sabine Baerlocher of Active Relocation.

### The Port Party

When the business of relocation was complete, the EuRA delegates headed across the river to the historic area of Vila Nova de Gaia and the Taylor's Port Wine Cellars. There the group was treated to a conducted tour and explanation of the port-making process followed by dinner and much dancing until late. Welcome relaxation after an intense four-day event.

## PORT FACTS

Wines in the cellars age either in cask or in vat. Casks are seasoned oak barrels usually holding around 630 litres of wine. They are used mainly to age Tawny Ports, in particular the smooth and mellow 10, 20, 30 and 40 Year Old Tawnies of which Taylor is the leading producer. Cask ageing encourages contact between the wine and the wood and intensifies the ageing process. The rich and complex aromas of maturity, such as notes of butterscotch, walnut and fine oak wood, therefore develop more quickly in a cask.

Oak vats normally hold at least 20,000 litres of wine. In these impressive vessels, there is less contact between the Port and the wood. This method of ageing is therefore used mainly for the fruitier styles of Port where the wood ageing is intended to give the wine smoothness and a degree of complexity but allow it to retain its youthful structure and freshness.

● Top: Frances Edmonds at the Immigration Session; above: Anita Mayer; above right: Kasia Pinska; opposite, below sidebar: delegates at the Port Party; other images: the social scene at EuRA 2015.







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# European Roundup

## €2.5m truck parking centre opens near Dunkirk

A new €2.5 million 24/7 secure truck parking and amenities centre, accommodating up to 250 vehicles, has opened near the Port of Dunkirk in Northern France.

DK Trucks Park ([www.dktrucks-park.fr](http://www.dktrucks-park.fr)) is located just off the A16 motorway, six kilometres from DFDS' Dunkirk ferry terminal.

The ring-fenced centre is protected by around 40 high-definition CCTV cameras and amenities include a rest room with coffee machines and a TV, toilet and shower facilities, a self-service launderette and free wireless access.

Attracting investment of €2.5 million and manned by a team of six staff, the centre is looking to tap into the growing demand from haulage firms for secure parking facilities amid the heightened risk of theft and also the threat posed by illegal immigrants seeking passage to the UK.

## German minimum wage

On 25 March, the European Parliament held a debate on the German minimum wage. Members of the European Parliament were divided about the possible impact this legislation could have on the internal market and competition. There was a clear division between



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east and west, however, even Members from the 'old' Member States such as Denmark raised concerns over the legislation that impose additional bureaucracy on companies as well as a minimum wage that does not correspond to their national standards.

## How safe are our roads?

Following two years of decreases in the number of people killed on Europe's roads, the first reports on road deaths in 2014 are disappointing. The number of road fatalities has decreased by approximately 1% compared to

2013. This follows an 8% decrease in 2012 and 2013. The figures reveal a total of 25,700 road deaths in 2014 across all 28 Member States of the EU. While this is 5,700 fewer than in 2010, it falls short of the intended target decrease.

## Ireland raises weight limit for drawbar trailer combinations

The Irish Road Safety Authority (RSA) has raised the maximum weight limit for drawbar trailer combinations to 46 tonnes, a move claimed to have the potential to

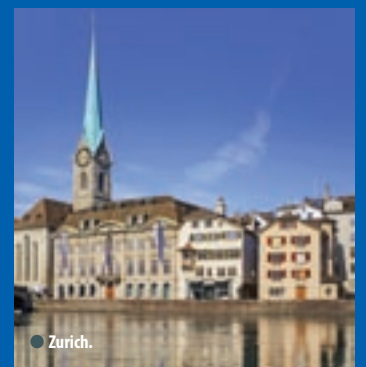
reduce the number of truck journeys made in Ireland

The announcement follows a campaign by the Irish Freight Transport Association (IFTA) to have the upper limit raised, after it was changed to 46 tonnes for six-axle articulated trucks back in 2013.

## Luxembourg and Lisbon joint last in air pollution list

Luxembourg and Lisbon have come joint last in a ranking of European cities for air pollution. Zurich topped the Sootfree Cities ranking, which grades the efforts of 23 cities in 16 countries to improve air quality. Copenhagen was the runner-up.

Berlin was the winner in 2011, the last time the ranking was published by the European Environmental Bureau and Friends of the Earth Germany. It slipped to fifth place this year. London and Paris were equal, in sixth place.



Zurich.

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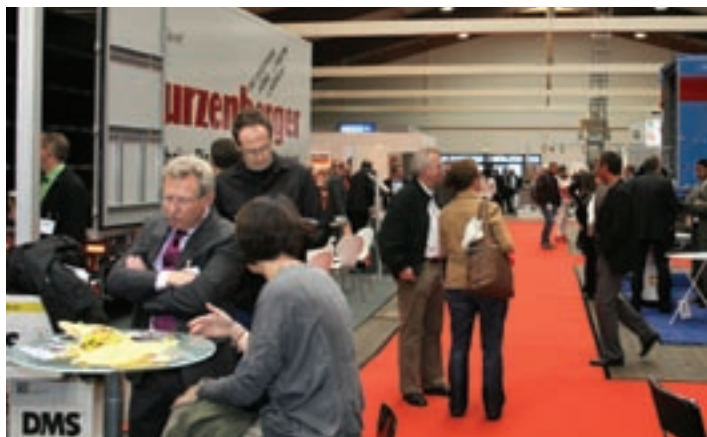
Throughout the years, the network has developed a strong, international recognized partnership. Originally created by likeminded European Movers who wished to co-operate with others under the same standards, vision and banner, it has developed to an exclusive Circle of Experts with strong coherence, co-operating with a family spirit.

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● MöLo trade fair in 2013.

## MöLo 2015: where moving and logistics come together

The German Association of Movers and Logistics (AMÖ) will, once again, be sponsoring the MöLo trade fair in Kassel Germany. MöLo will be held from 18-20 June and will include the AMÖ general assembly.

**M**öLo has been held every two years since 2009 and has become a real meeting place for trade visitors from Germany and elsewhere in Europe. Once again in 2015, leading manufacturers and suppliers from all sectors of new furniture logistics and furniture haulage will be exhibiting at the event. The MöLo is an event that provides solutions to suit logistics requirements exclusively for furniture - and for those involved in providing logistics services for these special goods. The exchanges between exhibitors and visitors are one of the outstanding features of the MöLo, the event which focusses 100% on the trade.

### German minimum wage seminar

Dr. Ellen Troska, Member of the executive Board of the Federal Association of Movers and Logistics (AMÖ) e.V. will give a presentation on the much discussed minimum wage in Germany on Thursday, 18 June 2015 entitled 'German minimum wage - what do foreign companies

have to watch out for?', aimed specifically at international visitors to the MöLo.

### The trade fair party

The trade fair will include a party on 18 June. The organisers say that this is to create a relaxed atmosphere for a get-together between exhibitors and visitors where they can talk to each other away from the glaring eye of the business world. Talking in private to each other is the order of the day here to forge long-term contacts, get to understand each other, exchange constructive views and simply communicate. "All visitors and exhibitors are cordially invited to party with us in a relaxed atmosphere immediately after the trade fair closes at 6pm at the end of the first day."

### Ticket sales

Trade fair visitors can now order their tickets online for ten euros at [www.moelo.de](http://www.moelo.de). Ordering online will avoid queuing on the day and also save four euros per ticket on the normal entry price.

## The European Connection

Tony Richman



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The Treaty of Lisbon marked a major step in the EU integration project. Among other matters, it introduced a new set of measures which give EU citizens an extraordinary amount of participation in such processes. Besides the European Commission, which holds the right of initiative to propose a legal act, citizens may also call directly on the Commission – through the European Citizens' Initiative (ECI).

After three years' experience with ECI, launched in 2012, there are a few points that have crossed my mind.

Firstly, studying the data recently made available in the Commission's Report on the ECI, there has been an increase in the number of requests received. Since 2012, a total of 51 initiative requests have been submitted at the Commission, of which 31 have been registered, while the others did not fall under the Commission's competences. Staggeringly, no more than three Citizens' Initiatives have reached the required threshold of one million signatures. These signatures have to come from at least seven Member States and numbers vary by country – from 4,500 in the smallest countries to 74,500 in Germany. Once registration of an initiative is confirmed, organisers have one year to collect one million signatures but the collection cannot start before the Commission has admitted the initiative and the Member States have certified the collection system. Simplicity

is already more than halfway out the door!

Secondly, the initiative itself has largely contributed towards facilitating pan-European debates on issues that are clearly close to citizens' concerns although, following the procedures of registration and signature collection, it is more complicated than it seems.

More importantly, in most cases, not all EU citizens are aware of the initiative and how to follow the procedures even if they may want to initiate and sign an e-petition. The EU, the Commission more so, should be aware that information about ECI is not reaching all its active citizens.

Although it is a wonderful tool for closing the gap between the EU and its citizens, following the procedures for the ECI becomes 'a long-lasting and frustrating process'. Because of differences in Member States, collecting signatures and the high amount of personal data required – in some countries including a personal identification number – could deter many citizens from giving their support.

Despite the Commission's good will to promote e-democracy, sometimes technical barriers hinder it. The Internet emphasises the potential for direct, unmediated democracy – but as in the case of ECI – it becomes 'a piece of experimentation and embryonic policy'.

From the other side, the utopian vision of a democracy based on town meetings and direct popular participation, is far-off from becoming a reality in the EU. However, increased direct contacts between citizens and their MEPs, for instance, would contribute to making representative democracy more effective in Europe.

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**LEGAL:** INTERNATIONAL SHIPPING

● The ability to clear goods through the UK on a C3 for onward carriage to Europe was established in the early 1990s.

## UK clearance of European shipments in jeopardy

A recent notice issued by HMRC (Her Majesty's Revenue and Customs) in the UK appears to suggest that moving companies may no longer be able to customs clear household goods through the UK, for delivery elsewhere in Europe.

Instead the items will need to be shipped direct to their country of final destination or imported and moved under bond. The situation is unclear at the time of writing however, should this become the case it will be a serious retrograde step and have a significant detrimental effect on those companies in the UK that act as a destination hub for European traffic.

The notice calls for the immediate and strict implementation of Article 123 of EC Regulation 1186/2009. This article states:

"Where relief from import duties is granted conditional upon goods being put to a particular use by the recipient, only the competent authorities of the Member State in whose territory the said goods are to be put to such a use may grant this relief."

So, for example, if goods were sent to the UK in a household goods groupage container for onward carriage to Spain, the Spanish consignment could not clear customs in the UK but would need to be transported, under customs transit procedure, to

Spain and cleared there. Presumably this would also have implications for operators who take groupage traffic to Europe and perform multiple deliveries.

The notice, however, goes on to say that the future implementation of Article 123 will be supported by additional Customs Information Papers covering certain aspects, one of which is: 'Transfer of Residence (ToR) and related personal property Reliefs'. Some members of the international moving community have been invited to participate in consultation regarding this additional CIP.

The ability to clear goods through the UK on a C3 for onward carriage to Europe was established in the early 1990s after Michael Gerson and Ted Philp met with the then HM Customs and Excise to clarify such points on behalf of the entire international moving industry in the UK. Since then it has worked well, providing business for the UK companies and allowing speedy, frequent, cost effective services for customers throughout Europe. If the European Commission is adamant

that Article 123 will alter the original procedure it will increase costs for customers, cause delays and remove a revenue stream from the UK specialist companies.

This issue has been discussed before, however the UK industry and FEDEMAC lobbied very hard to ensure that rather than take the risk of undermining the option for clearance via the first country of arrival in the EU, Member States other than the UK should be encouraged to allow similar procedures. This was done by combining lobbying via FEDEMAC at a central European level and its national Member Associations in each country. The European Commission confirmed that "any customs office should grant the release on presentation of similar documentary evidence as required for a person taking residence in the Member State of the Customs Office. The then European Commissioner for DG Taxation and Customs Union clarified the situation by advising that any refusal or request to use community transit procedures solely on the grounds that a person takes

residence in another Member State would be incompatible with the current (at the time) European law! Armed with this information Tony Richman informed *The Mover* that the removers' lobbying campaign eventually helped to persuade at least ten EU Member States to confirm their agreement to this 'more liberal interpretation' of the rules.

A FEDEMAC position paper called on the Commission to advocate for further harmonisation in the customs clearance system across the European Union by creating a harmonised customs clearance form as well as harmonised procedures and rules of duty relief for household goods. It said:

"Households goods being cleared by customs by the Member State of final destination would be a step back for the EC as well as for the internal market. The unnecessary bureaucracy of this system hinders on companies' competitiveness as well as on jobs creation within the European Union. It is imperative to create a customs clearance system that is in line with the European Union's rules on the single market as well as free movement of goods. Imports of household goods, coming from countries outside the EU, destined to a primary residence within the EU should be cleared at the first customs point of entry into the EU for onward delivery to any other EU Member State without further customs clearance. This is a relatively straightforward procedure using the standard Customs Import formalities as per the Member State of first entry. This would decrease bureaucracy and create a far more efficient system."

Gabriella Dimitrova, Head of European Affairs for FEDEMAC said: "FEDEMAC has been in constant communication as well as having several meetings with DG Taxud on the subject. FEDEMAC has been advocating for greater harmonisation of the EU clearance system, as well as towards a more liberalised system. It is of great importance for us that all Member States apply the same rules in order to avoid unfair competition. FEDEMAC will continue to work closely with DG Taxud on the issue and to advocate for harmonisation as well as liberalisation of the current system and will inform its Members of any new developments. Lastly, all our position papers on various issues are available on [FEDEMAC.eu](http://FEDEMAC.eu) and accessible to all."

*The Mover* will continue to monitor the situation and report accordingly.



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## NEWS: INTERNATIONAL

## Graebel awards at EuRA

On 22 April Graebel Relocation bestowed a service award on two of its key global network suppliers at the 2015 EuRA Porto International Relocation Congress that was held in Porto, Portugal. The awards were:

- Choice Contributor Award presented to Dwellworks for its contributions and positive service delivery impact in Luxembourg;
- Graebel Choice Award presented to Silverdoor for the firm's high-quality service and outstanding partnership in 2014.

Graebel Relocation Senior Vice President Global Supplier Development, Andrew Pierce said that the two companies had met Graebel's safety and security objectives, and exceeded clients' expectations. "Their partnership and outstanding contribution has been stellar," he said.



● Andrew Scott, Vice President Operations, Dwellworks and Kathleen Momberger, Director Relocation Partner Management, Graebel.



● Left to right: Jack Bryson, Client Account Manager, Silverdoor, Kathleen Momberger, Director Relocation Partner Management, Graebel and Daniel Danko EMEA Director Supplier Development, Graebel.



● Dr Yvonne McNulty.

## Global mobility and expat marriage

The first Forum for Expatriate Management of 2015 (organised by UniGroup Relocation Singapore) took on a very personal tone as Dr Yvonne McNulty from Expatresearch led a discussion on the effects of global mobility on expatriates and their families.

In particular it looked at the struggle of expatriate marriages during the international assignment and how these family challenges can cause a global assignment to fail.

Not only is expatriate marriage downfall devastating on a personal level for an international assignee, it also often causes huge costs for the company. Key reasons for marital stress were: insufficient time together; and uncertainty about their future after the assignment. A study conducted by Mila Lazarova, Yvonne McNulty, and Monica Semeniuk with 656 respondents (mainly trailing spouses) concluded that a lack of trust in a marriage is a major factor in assignment failure.

The meeting discussed the causes

of marriage downfall and concluded the cultural norms in the host country can sometimes be different from what the individuals are used to at home. These can include heavy drinking, infidelity and sexual misconduct. The claimed consequences of a marital breakdown ranged from forced repatriation to bankruptcy, cancer and suicide.

Some ideas were given regarding what HR can do to help or alleviate these potential issues including: legal advice, counselling (EAP), mediation services and financial assistance.

● For more information regarding global mobility and its effects on expatriate families contact Dr Yvonne McNulty <http://expatresearch.com>.

## GRAEBEL HONOURS ITS TOP SUPPLIERS

Move Management, Inc, a division of Graebel Companies, Inc, recently held its Third Annual Partner Summit. The Summit hosted 80 moving industry professionals from its US-based supply chain network of moving services companies on April 14 and 15 at the company's world headquarters in Denver, Colorado, USA.

During the Summit Graebel held its Q Award for Excellence ceremony that recognises moving firms that have demonstrated consistent, superior service over the past year: First place went to Hilldrup Moving & Storage, an agent of United Van Lines. Hilldrup was formed in 1903 and now has eight locations running down the US East Coast.

The Summit theme was 'Aligned in a Rhythm of Success'. It consisted of information sessions, networking events and a keynote speaker, Lance J Richards. Additionally, the group learned first-hand during a presentation by Chief Executive Officer, William Graebel SGMS, about the company's new era of global growth that will include the launch of innovative solutions and services worldwide.



● Hilldrup Moving & Storage.



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● Above and below: stills from the 2014 Graebel Relocation CSR activities video.

## Graebel's Big Idea

Graebel Relocation recently sponsored the Big Idea Project, a fundraiser that helps young people who have helped the Denver metropolitan area communities, and the nation.

The charitable event was held at the Space Art Gallery in Denver, Colorado on April 9. This event incorporated live music and interactive experiences that were led by students of The Big Idea Project.

This sponsorship trailed a company wide voluntary paid time off (VPTO) initiative that was launched at the beginning of 2015 aimed at encouraging the Graebel Relocation employees on six continents to become active in their communities with philanthropic work to sustain the environment and to cultivate youth. The VPTO benefit is a component of the corporate social responsibility (CSR) programme that Graebel moulded after the United Nations' model, and adopted in 2009.

Proceeds raised at the event will

directly support the Big Idea Project. According to the Big Idea Project website, "In teams of three to four, students identify a need in society they would like to do something about, work together with a business mentor to design their action plan and then make their Big Idea come to life. At the end of the semester, teams create a storytelling video and present their impact to the community for the chance to win a college scholarship and a spot at the state competition."

For decades, the Graebel organisation has actively supported philanthropic endeavours, sponsored charitable events, and has encouraged volunteerism. To view a short video that shares a sampling of the 2014 Graebel Relocation CSR activities go to: <http://youtu.be/nCPPLR9ZPQ0>.



## Orphee Beinoglou and Octopus Relocation Services unite

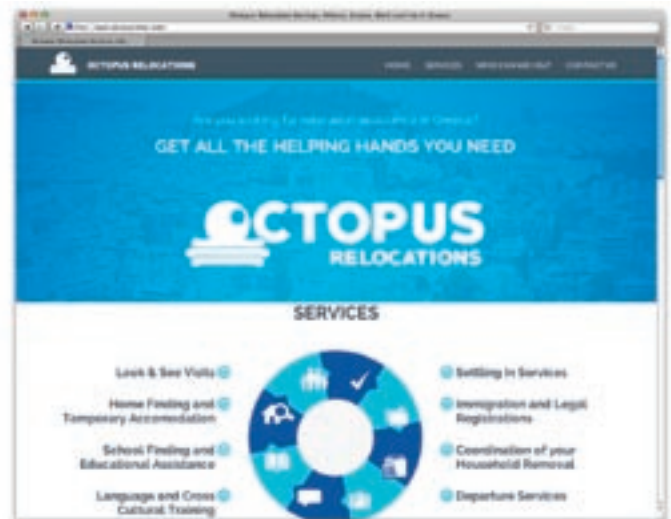
Orphee Beinoglou has joined forces with Octopus Relocation Services making it part of the Orphee Beinoglou & Orbit Group based in Athens.

In future all relocation and immigration projects will be handled by Octopus Relocations, the new subsidiary company of the Group.

Octopus Relocations started business in 2001 and will continue to operate independently under the same management. Orphee Beinoglou said: "By combining Octopus' vast experience as the leading provider of relocation services in Greece, together with the household removals services of Orphee Beinoglou & Orbit Group

we respond to an increasing demand by our customers to combine relocation with moving services as well as to provide relocation services beyond the borders of Greece where Orbit Group is located (Cyprus, Bulgaria, Romania, FYROM, and Lebanon). We are all very excited about this development and look forward to service old and new clients. Full company details and the updated website are on their way!"

Octopus is a member of EuRA and Worldwide ERC.



● www.octopusreloc.com.

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## PROFILE: GLOBE MOVING AND STORAGE



● The Globe team and branding.

# Globe moving: a brand not a logo

Globe Moving & Storage Co Pvt Ltd in Bangalore, India has a new identity. Steve Jordan caught up with its Director, Ajit Venkatesh, at the FIDI conference in Cape Town to find out more.

**T**he new name is simply Globe Moving. The logo has been simplified too. But anyone who knows anything about branding knows that a logo is not a brand. A brand is everything the company does, thinks and believes. Whatever the imagery, it is the way a company operates that creates the brand.

Since 1971 the company has had a good reputation in its local market and internationally. But, as Ajit explained, times are changing. "The moving industry in India has always been somewhat inflexible," he said. "Customers had to fit in with what the companies provided. But that's no good anymore. We decided to change the way we operate. Our new brand identity and operational model sets us apart from the less flexible companies."

Ajit explained that the company name has been simplified as has the imagery. At the same time it has been designed to reflect the way the company works. "The



logo includes a forward-facing arrow to show that we are moving forward. It's also a 'greater than' character, demonstrating our superior service. The arrow itself is surrounded in a yellow circle signifying the Globe, protection and 360 degree solutions."

**"We decided to change the way we operate. Our new brand identity and operational model sets us apart from the less flexible companies."**

Ajit Venkatesh

What is possibly more significant is the new strap line: 'The Answer is Yes'. "We wanted the brand to reflect what makes us tick: personal service and our ability to say yes when, in the old days, we might have said no," said Ajit. "If you don't

serve the customers, at some time they will go to competition. Somebody will always offer the service so it might as well be us." Ajit said that most of their customers come to them with genuine concerns. He said that in the past the moving industry had been unwilling to help. "That's why the relocation companies did so well," he said. "Because we said no."

So now, no matter how tough or challenging the request, Globe Moving says "Yes", because they never want any of their customers to be disappointed. The price? Well, that depends upon the complexity of the request.

Ajit also mentioned that as a part of its diversification plans, Globe Moving has recently acquired One Touch Relocation Services, a relocation company, and now offers full-fledged DSP services across India. The group has also started a new venture, MeraTransport.com, an online market place for the logistics sector.



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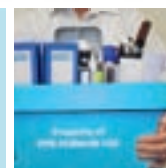
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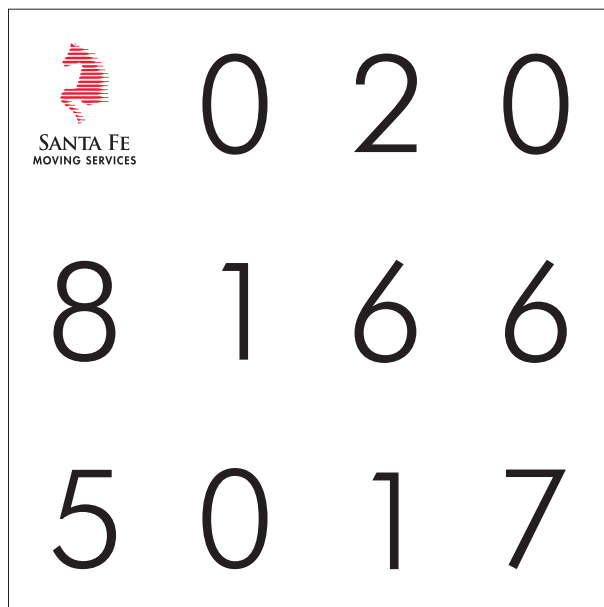




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**COVER STORY:** ROB CHIPMAN



# Becoming **FIDI** president

Rob Chipman is CEO of Asian Tigers in Hong Kong and, in April, became FIDI president. The day after his inauguration, Rob made time to talk to Steve Jordan about the presidency, its challenges and how he feels about leading the organisation.

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## COVER STORY: ROB CHIPMAN

**I**t really is humbling and daunting," said Rob, as he sipped his first coffee of the day in the breakfast room of the FIDI conference hotel in Cape Town. "I know it's a cliché, but that's the way it makes me feel. I look at many of the members and think they know a lot more than I do, they have been in the industry longer and have been more commercially successful." Rob is also greatly honoured to be FIDI president. "It gives me chills just thinking about it."

What did he mean by 'daunting'? Rob chooses his words carefully. When I ask a question he doesn't answer immediately. He thinks about it. That's not because he's indecisive, it's because he wants to give you the right answer.

"Most of us run fairly small businesses, even the big ones have one or two people making the decisions. There is healthy debate then a decision is made and action is taken. Most of the time it's right and if it's wrong you change it. There is a bias for action. But in an organisation like FIDI, there is a bias for politics. You have to spend a lot of time making sure people are happy, even people on the fringe of any issue, so that you haven't lost their attention and engagement. So you spend a lot of time doing that. Decisions risk being dumbed down to make sure everyone is in. That's the way it is. It's a collective effort."

Rob explained that it requires a whole different skill set. As he moved up from local association president through the FIDI vice presidency he got more used to it. "When you get to president it's all you think about. It's often said that when people get on the FIDI Board they change. I think that's why."

"You have to have faith and confidence in your vision and judgement," he said. "You have to temper that with your own self doubts. What you get wrong sticks with you. It's easy in the abstract to be a strong leader but sometimes even when you know you are right, you can still be wrong. If I get something wrong in my business the impact stops with me and I have to deal with it. If I make a mistake here, and it affects other peoples' companies; how am I going to live with myself after that? Historically I think that has prevented people from making tough decisions in FIDI."

With the FIDI presidency comes a huge workload. The Board are physically together for at least four weeks of the year, then there are sub-committee meetings and endless conference calls. But Rob doesn't mind. His business in Hong Kong runs well and he describes his team there as 'all stars'. He said that when you are in that position it's easy to lose your business edge; to become complacent. That's not his way. "So if you take on challenges, your perspectives expand," he explained.

## "The difference between managers and leaders is that managers do things right, leaders do the right things ..."

Rob Chipman

"You learn to look at things from other peoples' points of view and are much better for the experience." Nor is he worried about the bureaucracy. "I'm not sure it's all good but it's there for a reason and there are good aspects that you can draw from. FIDI is very process oriented. It's a good reminder of how important process is. It helps you to keep a broader perspective."

So does Rob see his role as that of a statesman or a business leader? This one he pauses over a little longer than the other questions. He recognises the need

## "We need to take this great USP and figure out how to make people realise that it's really something: it makes a difference. Our ultimate dream is for buyers to ask for FAIM certification."

Rob Chipman

for a figurehead, but he wants to be a leader too. "The difference between managers and leaders is that managers do things right, leaders do the right things," he said, profoundly. "That's been a big thought for me over the last few days. There are many good managers in FIDI but it's the leaders that can make the biggest impact."

Rob said that nobody wants FIDI to concentrate on managing itself. They

want it to serve its members. "You can spend a lot of time on the rules and being internally focussed," he said, "but the mission is to help everybody get better and win more business. Both are important. You can't ignore one in favour of the other. However for some reason being inward looking has more gravity to it. Maybe that's because it's more tangible."

So what are 'the right things' for FIDI? Rob says he's still distilling them down. "You have to be careful. No matter how good an idea seems there will be people who don't like it. You can create turmoil. You want to be visionary, but that's difficult because you have to consider other people's views. As your ideas become more concrete, they can become less impactful."

FAIM is, for Rob, a great asset. But he says it has become something of a 'tick box' process. "We need to take this great USP and figure out how to make people realise that it's really something: it makes a difference. Our ultimate dream is for buyers to ask for FAIM certification. In the past people have always thought that once they have the certification and put the logo on their stationery, the job is done. It's not done. The harder part is tackling the abstract of believing in it and making your clients believe in it too. That's not easy at all. If FAIM became a base-line requirement for all corporations, that would be our dream of dreams."

He explained that to achieve this you have to match the requirements of FAIM with the needs of affiliates and their customers. "It probably needs to be more demanding and toothy. We are moving in that direction. We need to get it to the stage when corporates see its significance. They are operating under the scrutiny of their shareholders, the public and the press. We are operating under the scrutiny of the FIDI affiliates. It's hard to reconcile those perspectives."

Bridging the gap, Rob said, will require a common message from FIDI and all the affiliates so that corporations can appreciate FAIM's significance to them. We need to distil the message to a few talking points so that conversations always remain specific and people don't wander off topic. People need to remember to address the question 'what's in it for me' from the customer's perspective.

Being FIDI president is a difficult job. Many have been rattled by it in the past. But will Rob enjoy it? "I am going to enjoy it," he said. "I love working with the Board. It's just the right size, it's really productive and the level of commitment from the people is phenomenal. It's the right blend of the right people. I like the way it works."

Is he nervous about the next two years? "Sure I'm nervous," he admits. "You have to be nervous if you want to do your best."



● Senior Asian Tigers executives. Left to right: Raymond Chu: Vice President, Operations; Rob Chipman: CEO; Mabel Liu: Vice President, Finance and Administration and YB Ng: Senior Vice President, Sales and Marketing.

## INTERVIEW: LOUIS LE ROUX



# Louis Le Roux retires

Louis Le Roux is retiring. Steve Jordan caught up with him for a chat to find out why.

It's close to 40 years since he joined the South African international moving industry, but now Louis Le Roux is retiring. He will be leaving behind the industry that he loves but will now have much more time to spend with his wife, Linda, and to enjoy new pastimes that his dedication to his work has denied him so far. He's really looking forward to it.

Louis started in the industry in 1976 when, having left university, he felt he should get a job. He answered an advertisement in the newspaper placed by Gerry van Graan of Stuttafords who was looking for an assistant. Although he had other interviews lined up, Louis didn't even bother going. "There was just something about it that I liked," he said.

At that time Stuttafords was very heavily involved with domestic moving but there were only a handful of international specialists in each depot. It was Gerry's job to manage all those international teams from his base in Johannesburg.

"So from day one I was buying destination and origin services, doing surveys, helping with costing and routing and getting to know the agents," said Louis. When Gerry left the company only a few years later, Louis took over managing the international division.

14 years ago Louis left the Stuttafords brand and became a member of the Board of the holding company Laser Transport Group that also manages AGS Frasers, Allied Pickfords, Magna Thomson, a relocation company and a records storage brand. Louis's role was then to provide support, guidance and mentoring to the individual brands in the Group, helping them to prosper. "All four brands compete fiercely," said Louis. "It's my job to help develop the strategy for each brand without sharing information or duplicating.

I have to develop the separate brands to take advantage of their own strengths."

He enjoys being involved in the profitability of every branch of every brand. Asked whether this can cause a conflict of interest, he said that the trick has come quite naturally to him. "You have to earn the trust of the people you are managing," he said. "I never share



**"In my career I have remained myself. I have just been me: straightforward, honest, trustworthy."**

Louis Le Roux

personal, confidential or cross-brand information, so it's never been a problem for me." He admits, however, that it has been a massive challenge.

Asked what he is most proud of in his business life Louis is characteristically modest. "In my career I have remained myself. I have just been me: straightforward, honest, trustworthy. I don't need to be liked but it's good to

know that you are respected as it's a way of teaching other people how to do their business. I am proud that people know I will give them my undivided attention and that confidential information will never be shared."

Louis doesn't have much in the way of regrets, but he did say that he was disappointed that he had not been able to give the company a 'less white' management structure. "It's still too elitist," he said. "The challenge is to seek more people of colour to join you and make the industry interesting enough for them to stay. They help you to understand the South African context better, but it seems young people are attracted more to the IT and high tech industries nowadays. I would have liked a fairer spread."

Louis said he had been meaning to retire for three years, but he's finally got around to it. He doesn't really look at it as retiring from something, more retiring to do other things he enjoys. "I want to spend more time with Linda and to travel together," he said. "But I have a wonderful library, I want to learn to play the piano again, I have enrolled on a portrait painting course, and I have taken up photography." All that said, he will remain on the Board of Laser as non-executive director and will consult for the Group from time to time in Cape Town and London.

I first met Louis in around 1997 when he was vice president and later president of OMNI. At that time we worked closely together and I always enjoyed his company and respected his professionalism. His company and the industry as a whole will be deflated without him but, after 40 years of hard work, he's earned a breather. Have a happy retirement Louis. Good luck with the reading ... piano playing ... photography ...





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# EUROMOVERS in Barcelona

It was in the stunning Catalan capital city of Barcelona that EUROMOVERS International held its eleventh annual conference with the wacky street artists in Las Ramblas and the inspired Gaudi architecture as its backdrop.

As the strains of Freddie Mercury and Monserrat Caballé died away so the network's CEO, Thomas Juchum and its President, Denis Zonneveld took to the stage to begin what was a most successful and enjoyable event.

The formal AGM was handled efficiently for the company shareholders without incident. Then came the two day members' meeting designed to focus attention on the unique elements of EUROMOVERS membership and to take a strategic view on the organisations development. Steve Jordan, Editor of *The Mover*, acted as meeting facilitator and quickly handed

collect their thoughts and ideas.

In session two the style changed. Frank called the seating plan a 'Fishbowl'. Five chairs were placed in the centre of the room with the remaining chairs in circles around them. Only four people were allowed in the centre at any time thereby leaving one chair vacant at all times. Anyone wishing to join the conversation sat in the vacant chair which was someone else's cue to leave the centre. The topics expanded on the ideas developed in session one.

The process sounds complex but, in fact, it was simple to follow and very effective. Rather than people hide at the back of the room, keeping their opinions to themselves, they all gathered around and, very quickly, there was a continuous flow of speakers to and from the centre with thoughts honestly and eloquently expressed.

After the meeting the EUROMOVERS Board, with Frank Liertz and Steve Jordan, analysed the results to extract key areas for development. On day two, Steve ran a third workshop, this time in a more conventional style, to expand on the key issues and help the delegates reach decisions on a variety of subjects including: the optimum size for the group, the plans for expansion, central purchasing, quality enforcement and inter-member co-operation.

EUROMOVERS always makes a great fuss of newcomers, welcoming them warmly and giving them the opportunity of some stage time to introduce their companies and services. This year there were newcomers: Palmers Relocation, Australia; Global Packing, Brazil; Bridgerelo, China; Albatross Moving, Czech Republic; Kellys Express, Indonesia; Asia Relocations, Philippines; and Invictus Relocations, Portugal. EUROMOVERS also welcomed new members: Matt Purdie & Sons, Scotland; ISS, United Arab Emirates; and F Schlingloff, Germany.

During the conference two prospective

EUROMOVERS always makes a great fuss of newcomers, welcoming them warmly and giving them the opportunity of some stage time to introduce their companies and services.

over to Denis and Thomas who provided their Board of Management and General Manager's reports.

Then came a somewhat different approach to conference business sessions facilitated by Frank Liertz. Frank spent many years in the moving industry before changing his career to become a consultant and trainer. Over two separate sessions filling the whole of the first afternoon's business, Frank helped the group analyse the organisation's strengths and weaknesses and vision for the future. He used a 'World Café' technique for session one in which the delegates split into small working groups of four or five, each controlled by a chairman, with specific questions to address. Every 15 minutes the delegates changed table to work with a different group of people to



strategic partners addressed the meeting: AS24 and Rhenus Office Systems (see separate panels).

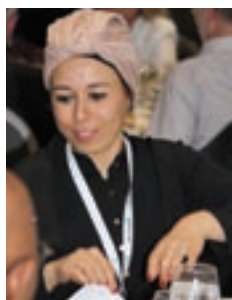
As always the EUROMOVERS conference ended with presentations to the star performers within the group in terms of tonnage through the network and quality of service.



## REPORT: EUROMOVERS CONFERENCE



● Left: a Fishbowl session; opposite page, top: Thomas Juchum; bottom: Steve Jordan; left top: the 'World Cafe' in session; left centre: the AGM in progress; below: Frank Liertz.



## AS24: fuelling Europe

AS24 is a subsidiary of Total. It has specialised in the distribution of commercial diesel and Adblue for 28 years and now has 750 fuel stations in 27 countries across Europe. Cédric Vigneau, Managing Director of the company, presented at the EUROMOVERS conference to explain his company's service and the benefits it offers to fleet operators.

Cédric explained that AS24 stations were fully automatic with no human intervention between filling and invoicing. All transactions are performed using an AS24 fuel card making fuelling simple, fast and safe. Cards can be allocated to one driver or one vehicle or for multiple vehicle use and fuelling limits can be set to prevent misuse. The card can be used to pay tolls automatically. Driver information is uploaded for use by fleet managers and VAT payments are also made automatically. If a card is lost or stolen it can be blocked or suspended immediately. If a suspended card is subsequently found it can be instantly reactivated.

Accounts can be accessed online at any time. The card can also provide access to breakdown assistance, be used to pay fines, and offers legal assistance to drivers. Fuel costs are kept low: at the time of Cédric's presentation the UK price was £0.916/litre. The AS24 mobile app provides a range of services to the fleet manager, such as transaction control, alerts in the event of irregularities, and immediate driver call back, and allows the driver to download maps and find the nearest station easily.

● More information at: [www.as24.com](http://www.as24.com).

● Cédric Vigneau,  
Managing Director of AS24.





## REPORT: EUROMOVERS CONFERENCE

### Rhenus Logistics

Rhenus Office Systems is part of Rhenus Logistics, itself part of the Rethmann Group, a €12b turnover company. Gerrit Merten, the company's Head of International presented his company's credentials at EUROMOVERS with the intention of developing trading relationships with its membership.

Gerrit said that his company is one of Europe's leading providers of document logistics including archiving, the digitalisation of documents and the disposal of data processing media and

files. The company has over 15,000 clients and holds around 15 billion documents on their behalf.

One of EUROMOVERS' key benefits to its members is to provide group purchasing opportunities when appropriate. Gerrit's presentation clearly highlighted that this type of service is one that can be purchased centrally for the mutual benefit of the membership as a whole.

● Right: Gerrit Merten, Head of International, Rhenus Office Systems.



### Casa Mila and Flamenco

No visit to Barcelona is complete without a generous dose of Flamenco and Gaudí architecture. After the heat of the business meetings was over, the EUROMOVERS delegates headed off to the famous Case Mila, commonly known as La Pedrera (The Quarry) for an evening tour of one of Antoni Gaudí's most iconic creations. Built between 1906 and 1910 as an apartment block and still occupied by some of the original tenant families, the Casa Mila is a remarkable achievement and illustration of Gaudí's genius.

The party enjoyed a conducted tour of the building from the dramatic internal courtyard, which originally included an

underground car park (pretty rare in 1910), through the middle levels with their vaulted ceilings modelled on the ribs of animals, up to the breath-taking roof with its flowing curves, tiled chimneys and views over the whole city. An extraordinary building paying testimony to an equally extraordinary man.

A short walk took the delegates to the dinner venue, where they were served tapas and a brilliant display of traditional Spanish dancing that had the whole audience holding its communal breath as the artists lifted their performances in crescendo towards a frantic finale. It was almost as exhausting for the audience and the dancers. Great night!



● Above centre and above: Casa Mila; above right: Antoni Gaudí bust; other images: traditional Spanish dancing.





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## NEWS: ON THE ROAD

## Truckers make a stink over dirty toilets

**T**rucker's Toilets UK and recruitment specialist Blue Arrow have launched a campaign to force the government to introduce minimum standards for HGV drivers' toilet facilities. The online petition aims to attract 100,000 signatures to put pressure on the Department for Transport to act.

Blue Arrow says it has evidence that the poor state of toilet facilities is discouraging badly needed new drivers from joining the industry.

Mark Manaton, Blue Arrow CEO said, "Lorry drivers are the backbone of the UK's infrastructure and yet aren't currently getting the basic right of access to clean, working toilets. We know first-hand that drivers are suffering. Our petition is the first step in our campaign to do something about it. It's also vital in terms of the impending driver shortage – how can we attract young people to an industry that can't even offer them a clean loo?"

"It's hard to believe that in the twenty first century the plethora of health and safety regulations have totally ignored the basic needs of our lorry drivers and are, as a consequence, putting their health - and ours - at risk. If this country wants drivers it must look after them!"

● To sign the petition go to: [www.tinyurl.com/drivewithpride](http://www.tinyurl.com/drivewithpride).

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## DVLA's new driving licence checking system inadequate

The new driving licence checking system – to be introduced by the DVLA this summer – will not meet businesses' needs according to the Freight Transport Association.



● DVLA CEO Oliver Morley.

**O**n 8 June the government abolished the paper counterpart, which accompanied photocard licences and was the main tool used for checking drivers' entitlement.

Drivers can access their own driving licence record using the DVLA's online facility and entering their Driver number, National Insurance number and Post Code. Employers may also access the data but must first obtain permission from the employee who must in turn provide them with a unique access number - generated via the DVLA website - to allow them to look at their record. The access code only allows access for 72 hours and may only be used once, so the process needs to be repeated every time the employee's licence is checked.

FTA's Chief Executive, David Wells has written to the Driver Licensing Agency's CEO, Oliver

Morley telling him that the new online system will make driver licence checking extremely difficult for freight operators, and needs to be reconsidered as a matter of urgency.

The FTA has previously voiced its concerns over the system and reminded the DVLA chief executive that as a fundamental part of their statutory undertakings, freight operators have to check their drivers' licences several times a year.

David Wells said, "Freight operators, which employ hundreds and sometimes thousands of professional drivers, have a legal obligation to check licences on a regular basis. FTA is not convinced that the proposed online checking system will be robust enough to cope with industry demands."

A recent FTA/DVLA working group exercise carried out to ascertain how much reliance was placed on the driving licence counterpart, confirmed that 94% of respondents relied on a physical check, either separately or as part of a process which involved either telephone or external checking.

## There is another way

**L**ast year the Association for Driving Licence Verification (ADLV) was launched to provide fleet users with responsible and secure access to DVLA driving licence data in preparation for the abolition of the paper counterpart.

The information obtained by the ADLV member companies provides employers with a new and comprehensive alternative for validating the driver entitlement data for their employees.

ADLV member organisations include Licence Check Ltd, Drivercheck Ltd, Licence Bureau Ltd, Fleet Claims Administration Ltd, DrivingMonitor, AA DriveTech (UK) Ltd, GB Group plc, Pinewood Technologies, Admin Business Solutions, Chalcheck Ltd, Interactive Driving Systems Ltd, Fleet Partnership Solutions Ltd, Descartes Systems UK Ltd, Intelligent Data Systems (UK) Ltd.

● For a complete list of members visit [www.adlv.co.uk](http://www.adlv.co.uk).

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● The survey indicates an increase in motorway congestion.

## FTA survey reveals congestion on UK roads - worst for over ten years

A Freight Transport Association survey has revealed that congestion on the UK's roads is at its worst for over ten years.

The results from the survey of over 100 logistics operators are seen as an indication of the impact of the increase in domestic road freight activity levels, and highlight the rate of decline in the reliability of the UK motorway network.

Karen Dee, FTA's Director of Policy, said, "This FTA Survey is a clear indication that congestion on our roads has increased again, and drivers are getting stuck in traffic on a regular basis. Reliability on the UK road network is crucial for road freight operators. The freight and logistics industry needs road infrastructure that it can rely on to ensure that products are moved

efficiently and at reasonable cost. As the economy grows there will be increasing demands which will mean more pressure to deliver, and more vehicles on the roads – so it is only going to get worse."

Previously FTA voiced its support for the Road Investment Strategy (RIS) – which was announced by the Department for Transport in December 2014. The RIS outlines plans for £15 billion to be spent over five years on 1,300 new lane miles on motorways and trunk roads to reduce congestion, and fix some of the most notorious and longstanding problem areas on the UK road network.

## DVSA publishes new load securing guide for vehicle operators

New guidance has been published by the Driver and Vehicle Standards Agency (DVSA) to help vehicle operators transport loads securely.

The guide, which has been developed with the transport industry, sets out important information like:

- Who's responsible for load securing;
- The consequences of poor load securing;
- How DVSA enforces the rules on load securing.

It also gives practical advice about loading on different types of vehicles and carrying different types of loads, and also includes



● The guide includes instructional videos.

videos so operators can find out things like what DVSA looks for when it stops a vehicle at the roadside and how different load securing systems can be used.

- The guide can be viewed at: [www.gov.uk/government/news](http://www.gov.uk/government/news).

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## INSIGHT: VAN FLEET TRENDS

# IS DIESEL OUT OF FASHION?

Greater adoption of electric and other new fuel technologies is being forecast by van fleet operators over the next two years, according to the latest quarterly Company Van Trends research from corporate finance company GE Capital, Fleet Services.



When asked about their "Anticipated change in fuel type over the next two years?" 34% of fleets questioned said they plan to operate more fully electric commercial vehicles. There is also a high level of support for hybrid power (22%), hydrogen (16%) and even natural gas (11%). These figures compare with relatively low numbers forecasting a rise in conventional fuels, with just 4% backing both petrol and diesel. This result could suggest there is faith in fuel cell development or positive anticipation of hydrogen technology.

Simon Cook, Fleet LCV Leader at GE Capital UK, said: "The first thing to bear in mind about these figures is that they do not suggest that a third of new LCVs will be electric in two years. Instead, they indicate that around a third of fleets believe they will have more presence on fleets. However, even with this caveat, we believe that this research probably represents an aspiration more than a likely reality. While we are starting to see electric vans appear in small numbers of fleets, sales for 2014 were still in the hundreds compared to an overall new LCV market

that comfortably beat 300,000 units."

Simon said that to move from today's position to that indicated in the survey over a two year timescale seems extremely unlikely. "However, what is probably true is that more and more fleets are taking an interest in a wide range of alternative fuels and are keen to try them out in an

**"... what is probably true is that more and more fleets are taking an interest in a wide range of alternative fuels and are keen to try them out in an operational sense ..."**

**Simon Cook**

operational sense to see which work for them and in which applications."

Simon added that the Company Van Trends research also provided impetus for manufacturers who were producing alternatively fuelled LCVs. The research indicates a widespread curiosity about these technologies and that operators expect this interest to lead to more sales. "Life has been quite tough for electric

van manufacturers so far," he said.

"Market penetration in the UK has been very low. However, what our research suggests is that the situation will improve over time and that more LCV fleets will give the technology a chance in the medium term."

Simon said that the key factors behind operator interest in alternatively fuelled vans was rooted in factors such as avoiding the London Congestion Charge, as well as a desire to reduce CO<sub>2</sub> and other emissions from a corporate point of view. However, considerations such as range and reliability remained a major concern with no step change solutions in sight.

"All of the alternative fuels mentioned in the survey potentially promise huge reductions in CO<sub>2</sub> and other emissions compared to petrol and diesel, as well as lower day-to-day running costs. There remain several often-unavoidable practical limitations such as EV range. Commercial vehicle operators are essentially conservative and are driven by the need to keep vehicles on the road and costs contained. New technologies such as these will always take a long time to make a real impact on the market."





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## NEWS: ON THE ROAD/PEOPLE



● Drivers feel less safe on a motorway without a hard shoulder.

## Drivers feel unsafe using SMART motorways

As SMART motorways reached their first birthday in the UK in April, the Institute of Advanced Motorists (IAM) expressed concern that widespread confusion still exists amongst motorway users.

England's first 'all-lane running' motorway, without a hard shoulder, was the 2.5km stretch of the M25 between junctions 23 and 25. Other schemes are now in operation on sections of the M1, M4, M5, M6, M42 and M62.

The IAM conducted a survey on the introduction of SMART motorways last year, which found 71% of drivers said they would feel less safe on a motorway with no hard shoulder than a motorway with one. Part of the concern raised by motorists was the safety of those who had broken down on a motorway with no hard shoulder, and the increase in distances between safety refuges.

Some 40% of respondents said they were sceptical that new

monitoring systems on SMART motorways, such as traffic detectors and CCTV, would protect them in the event of stopping in a running lane.

Sarah Sillars, IAM Chief Executive Officer said, "There are many different motorway users out there and some are still confused and nervous about using SMART motorways – if they are aware of them at all."

She added, "Highways England must analyse incident data on a continuous basis and ensure that any lessons learned from the real world use of SMART motorways are implemented quickly. Ultimately, the smartest way to build awareness would be to allow learner drivers to use motorways under expert supervision."

## Julien returns to the UK

After three and a half years in Malaysia working with Intermovers Group, Julien Wilkinson has returned to the UK.

He has taken up a new position in international sales with Fox Moving & Storage in Cwmbran.

"It has been a great experience based in Kuala Lumpur, one of the world's most vibrant cities and cultures," he said. However, he added, that with two children at the University in Cardiff, one in London and one in Cheltenham, and his second grandchild due

shortly, the timing was perfect for a return. "I am looking forward to working with Paul Fox and the team."



● Julien Wilkinson.

## John Mason International appoints Simon Hood as new head of marketing

John Mason International is expanding its team by appointing Simon Hood as its new head of marketing.

Simon has most recently been working with Basingstoke-based HCR. During his six years with the firm, he helped to significantly increase its client base and was instrumental in establishing HCR as one of the nation's top UK relocation service providers.

"We are delighted that Simon is joining the 'Mason family'," said Noel Briscoe, Chief Operating Officer at John Mason International. "This is a very exciting time here. Simon's enthusiasm, fresh outlook and new initiatives will further strengthen our position as one of the leading international moving companies in the UK - watch this space."

"I'm very excited to be joining this long-established and ambitious company," said Simon Hood. "This



● Simon Hood.


is a wonderful opportunity for me to come in and further enhance the reputation of John Mason International. We are already renowned as one of the leaders in our field - and I am very much looking forward to being part of the team that cements us as an example for all others to follow."

## CILT CEO to retire


The Chartered Institute of Logistics and Transport (CILT) has announced that its Chief Executive Officer, Steve Agg will retire at the end of 2015. Steve's decision to retire comes following nearly ten years as chief executive of CILT. The process to choose a successor is underway and the Institute is hoping to announce an appointment by the autumn.



● Steve Agg.



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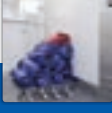
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## Shelagh Bisceglia joins Arpin

Shelagh Bisceglia has joined Arpin International Group as an international relocation coordinator.

**I**n her new position, Shelagh will be responsible for relocating transferees and their families internationally, including all aspects of the physical movement of household goods from home to the host country.

She brings over 28 years of experience in international relocations, having previously worked as a rate analyst at Continuum International in Danbury, Connecticut.

Shelagh studied business administration at the Berkeley School in White Plains, N.Y. She currently resides in Hopedale, Massachusetts.



● Shelagh Bisceglia.



● Brian Mitchell.

## Photo of a friend

**W**hile scrabbling through a box of old photos the other day I came across one of an old friend, Brian Mitchell, who was the general secretary of BAR until his untimely and shocking death on 31 August, 1996 on the morning of his daughter's wedding.

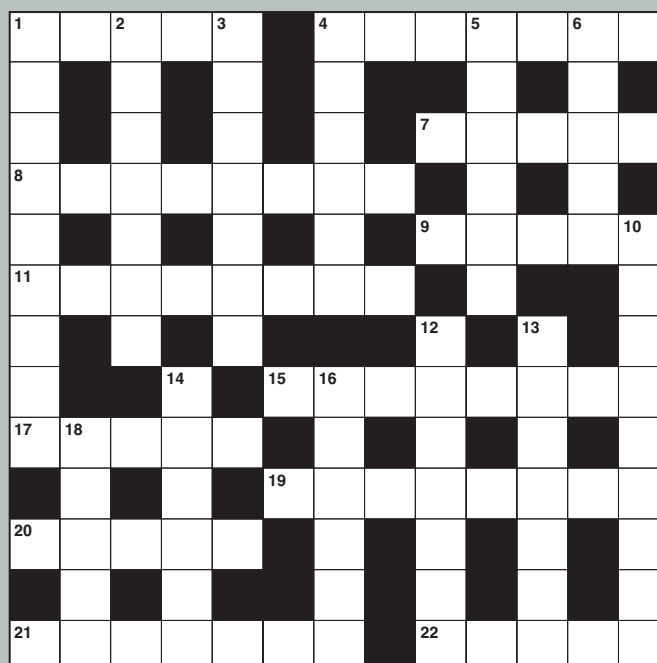
Brian was a greatly loved man in the industry. He could be hard if people behaved foolishly, was quick to chastise and equally quick to forgive. He never held grudges and was always there to offer his support for those who had the industry's best interests at heart.

Coming across his photo made me remember the day I heard he had died. It also made me smile in remembrance of a friend. I thought those who knew him might like a smile too.

Steve Jordan, Editor

## Puzzles

**BAR**  
SERVICES



### ACROSS

- 1 Neck warmer (5)
- 4 Canopies (7)
- 7 Borders (5)
- 8 Unyielding (8)
- 9 Tones (anag) (5)
- 11 Humorous verse (8)
- 15 Moved forwards (8)
- 17 Look at fixedly (5)
- 19 Recreational area for children (8)
- 20 Express one's opinion (5)
- 21 Very great (7)
- 22 Go stealthily or furtively (5)

### DOWN

- 1 Walking in a leisurely way (9)
- 2 Learning institution (7)
- 3 Italian sports car (7)
- 4 Pertaining to vinegar (6)
- 5 Chemical element with symbol I (6)
- 6 Large waterbirds (5)
- 10 Officially registered name (9)
- 12 Legal practitioners (7)
- 13 Miserly person (7)
- 14 Depression from a meteor impact (6)
- 16 Erase (6)
- 18 Milky fluid found in some plants (5)

## Rahul promoted to CEO of Interem

Rahul Pillai has been promoted to the role of chief executive officer for Interem Relocations Group having previously served as the company's regional director India & Middle East.

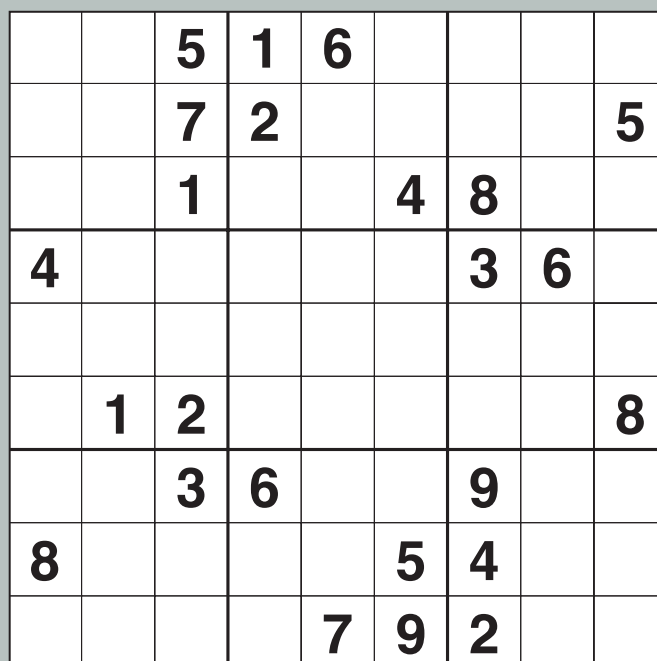
**R**ahul started working with Interem Relocations in January 2001 as sales & marketing manager for the New Delhi branch. He subsequently held multiple positions in the Group and, following year-on-year, double-digit growth in India, he was promoted as regional director for India & Middle East in 2012 as part of the internal restructuring. During the last few years Rahul has spent close to 100 days a year in the Middle East market to grow the business in the local markets. Today Interem Relocations has a presence in India, UAE, Qatar and Kuwait with 14



● Rahul Pillai.

offices, five of which are FIDI accredited.

As CEO, Rahul will be responsible for the profit and loss of the Group and aims at building a self-sustainable business model wherever Interem Relocations is located.



## NEWS: PEOPLE

## Bjorn Carlsen becomes regional director for PAIMA

**B**jorn Carlsen of NFB International Relocations, Norway has become a regional director for the European region of PAIMA. Bjorn Carlsen replaces Matthias Tischer of Carl Hartmann GmbH, who was elected to the Board of Directors for the 2014-2016 term.

PAIMA regional directors serve in different capacities assisting the PAIMA office and Board of Directors with everything from screening prospective members to answering questions specific to their region.



● Bjorn Carlsen.



● Judi Schaffner.

## New pricing analyst for Arpin

Judi Schaffner has joined Arpin International Group as senior pricing analyst.

**I**n her new position, Judi will analyse information obtained from relocation policies, market dynamics and key shipping lanes to develop forward thinking pricing strategies that will optimise Arpin's revenue and margin. She has been in the international logistics and management business for 37 years having previously worked as a rate analyst at Relocation Services International.

## Bridget Richie promoted at Arpin

Arpin Group has promoted Bridget Ritchie to vice president of global business development-corporate accounts.

**B**ridget has been a phenomenal ambassador for Arpin, leading our global sales team, managing clients, building relationships, maintaining a strong presence at industry conferences and keeping us ahead of the curve with implementing the latest software," said Bob Sullivan, Senior Vice President of Corporate Accounts for Arpin Group. "In addition, Bridget and her team have produced an incredible pipeline of prospects for our future growth. Her promotion and new title reflect her expanding leadership role at the helm of Arpin's global sales team."

Bridget has been in the relocation industry for 20 years working with firms including PHH Homequity, Pinnacle Group Associates and Paragon Relocation. She began with Arpin Group in 2009 as director of business development, responsible for sales and client relations in the Midwest Region. She is currently past-chair of the Board of Directors for the Corporate Relocation Council

of Chicago, sits on the boards of directors for the Wisconsin Employee Relocation Council and the St. Louis Employee Relocation Council, as well as on the advisory board for the Midwest Relocation Council.



● Bridget Richie.

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## The White & Co Mystery Mover



Well done Andy Neall, Vice President Global Moving Services Support at TheMIGroup for correctly spotting a very youthful Charles Luyckx (pronounced 'Lakes') from Elliott Mobility last month. We didn't have many correct answers so it was obviously a tricky one. This time it's easier: there are two captains of the moving industry to choose from. Name either one to be in the running for a White and Company Red and Black watch: if you can name them both you stand an even better chance. Answers please to editor@themover.co.uk.

## Momentous Relocation appoints Mick Byrne as logistics manager



● Mick Byrne.

**M**omentous Relocation has appointed Mick Byrne as its logistics manager. Mick has 25 years' experience in the relocations and logistics industry in a number of different roles, covering import, export, warehouse distribution for commercial and

household goods relocations, fine art shipping and most recently logistics management.

"I made the decision to join Momentous as I wanted a new challenge. I see Momentous as a fantastic opportunity to enhance my skills but mainly to be part of a business that has a vision to succeed," said Mick.

David Hollins, Managing Director for Momentous Relocation said: "Mick Byrne joins us at an important stage in the development of Momentous. We are building a strong management team to support our planned business growth. Mick's arrival is another key appointment for us and I'm delighted to welcome him aboard. Mick brings a strong track record of operational delivery to the business and I'm sure he will prove himself a real asset very quickly."



## DID YOU KNOW?/PUZZLES

# Did you know?

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

An estimated 50-80% of all life on earth is found under the ocean surface and the oceans contain 99% of the living space on the planet.

The word skyscraper originally referred to a type of sail on a sailing ship.

Insects outnumber humans 100,000,000 to one.

Venus is the only planet that rotates clockwise.

Nepal's flag is a combination of two pennons, the flags of Switzerland and The Vatican are square, but every other country's flag is rectangular.

The tea bag was created by accident, as tea bags were originally sent as samples.



## Puzzle solutions



|   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|
| S | C | A | R | F | A | W | N | I | N | G | S |
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| O | B | D | U | R | A | T | E | I | S |   |   |
| L | E | A | I | O | N | S | E | T |   |   |   |
| L | I | M | E | R | I | C | K | E |   |   | R |
| I | Y | I | L | S | A |   |   |   |   |   |   |
| N | C | A | D | V | A | N | C | E | D |   |   |
| G | L | A | R | E | E | W | R | E |   |   |   |
| A | A | P | L | A | Y | R | O | O | M |   |   |
| S | T | A | T | E | E | O | A |   |   |   |   |
| E | E | T | R | G | R |   |   |   |   |   |   |
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|---|---|---|---|---|---|---|---|---|
| 2 | 8 | 5 | 1 | 6 | 3 | 7 | 4 | 9 |
| 3 | 4 | 7 | 2 | 9 | 8 | 6 | 1 | 5 |
| 6 | 9 | 1 | 7 | 5 | 4 | 8 | 3 | 2 |
| 4 | 5 | 8 | 9 | 2 | 1 | 3 | 6 | 7 |
| 9 | 3 | 6 | 5 | 8 | 7 | 1 | 2 | 4 |
| 7 | 1 | 2 | 4 | 3 | 6 | 5 | 9 | 8 |
| 5 | 7 | 3 | 6 | 4 | 2 | 9 | 8 | 1 |
| 8 | 2 | 9 | 3 | 1 | 5 | 4 | 7 | 6 |
| 1 | 6 | 4 | 8 | 7 | 9 | 2 | 5 | 3 |

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## Tony Allen: And finally...



# Communication - dead or alive!

How many kisses are appropriate when texting one's bank manager? I'm not sure what the protocol is these days but it seems to change exponentially.

I had a text the other day from a young lady at the boiler repair company, Kindleby, I think her name was, or something like that. Anyway she was advising me by text, about the time of arrival for one of their repairers, and she included two kisses. So it's all getting a little bit confusing. And the quantities appear to be increasing; I'm now getting as many as four on some occasions. Mind you, that was from the paper shop.

In addition, we had new neighbours move in just before Christmas. We introduced ourselves, but at that stage had only met the new lady. Three days later we received a seasonal card which stated: With Lots of Love from Bill Julie and Children - plus the obligatory four kisses. So what I'm trying to say here is that it seems as if we are becoming increasingly familiar in our written and verbal relationships.

Let me give you an example of how this can be a problem. My daughter-in-law had occasion to phone the head teacher at my Grandson's school. Having sorted out the problem she then thanked him, said goodbye and, as she was putting the phone down, heard herself saying 'Love You!' Unfortunately life does not have a re-wind button.

This also applies to hugs - now everyone gets a hug. I had a call from one of the lady wife's friends the other day asking to speak to her. I think I confused the situation when I think I said that I would get her as she was outside giving the milkman a cuddle!

Surely it's worth considering that we must be creating all sorts of problems by not leaving ourselves any verbal and emotional room for manoeuvre.

Let me put this another way. Once when the kids were young, one of them described an especially creamy cake as 'awesome'. I retorted (yes, ok maybe pompously) "If you are going to describe a cream cake as awesome, what word would you have left to describe, for example, your first sight of Mount Everest?" I don't think I received a reply, but I hope that this makes the point. If this process continues, how are we going to express our true emotions when everyone gets a kiss, everyone gets a cuddle and we tell everyone how much that we love them? I did try this once and

it nearly led, not only to divorce for infidelity, but also to a degree of unpopularity within the neighbourhood.

Don't get me wrong, I am truly not against texts or e-mails etc. On the contrary. In fact I believe that it is all very encouraging when you consider that within recent memory the art of letter writing was considered dead and as far as punctuation was concerned.....

In fact, we now live in a world where written communication in its many computerised guises now takes precedence over spoken forms of communication - almost the first choice; and that's probably good from a business point of view. And what about punctuation? Well that's essential too - compare:

"I don't think I like you"

"I don't think; I like you!"

And spelling? Somebody once remarked that spelling is nothing more than a load of letters just jumbled together. Well that's sort of true but I prefer to put it like this: kjgikjkhkjh! But of course there is really no need now to spell anything wrongly, it's all there for us - although sometimes I have got into trouble with predictive text (sorry Andrew!).

So yes the art of letter writing has been reintroduced and the written word is gradually taking over from the spoken word. But returning to our initial theme, perhaps this has led to an increase in familiarity and maybe we are now too overt in our habits. Maybe sometimes we do still feel the need to hide behind the carapace of non-involvement.

But is overfamiliarity really a new phenomenon? Probably not because what about phrases like: 'Yours faithfully' - this from somebody writing to tell you that they are running off with your partner? Or Lord Halifax ending a letter to his butler, stating: I remain, your obedient servant? Going back as far as the Victorians, they certainly had a series of codes and signals for explicit behaviour, so maybe they simply indulged in more hypocrisy than we do. On the other hand - maybe not.

Whichever way you look at it and whatever your current opinion, we each have to work out whether this is all a good or a bad thing. I'll leave it to you to decide - I'm still trying to make up my mind!

Love you.





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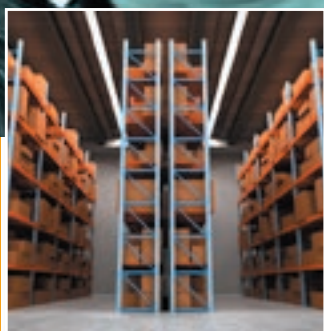


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