

**JC Payne -
not just
any body**
Page 12



**A view from
the German-
Swiss side**
Page 16



**The
House of
the Woods**
Page 40

Issue 063 June 2016 www.themover.co.uk

TheMover

The independent voice of the global moving industry.



OMNI IN FLORENCE

Frank Grace entertains OMNI friends for dinner
at the Il Molino de Grace winery. Page 26

Channel Islands Trade Rates

Effects received at our Portsmouth receiving facility

Guernsey & Jersey

0 - 500cuft	£1.70 per cuft
501-1000 cuft	£1.50 per cuft
1001 - 1500 cuft	£1.30 per cuft

Alderney, Sark, Herm rates on request.



Contact Information:

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

Steve Hammer - White & Company PLC, International House, Pitronnerie Road, St Peter Port, Guernsey. 01481 736 868 s.hammer@whiteandcompany.co.uk

Grant Binnie - White & Company PLC, 2 St Peters Technical Park, St Peter, Jersey
01534 484 002 g.binnie@whiteandcompany.co.uk



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
- When shipping goods to The Channel Islands, Customs require three copies of your company's invoice stating country of origin & value - for new effects only
- If goods are from a foreign destination, we need to be advised if the effects are in free circulation or under transhipment
- Full valued inventory must accompany the shipment at all times
- Jersey only - Jersey Customs forms must be completed and received prior to receipt of effects at Portsmouth
- The only genuine 'self resourced' daily service to The Channel Islands
- Full origin services available on both Islands to FIDI FAIM standard



WHITE
& COMPANY

Affiliations



TheMover

Contact Details: Editorial

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

Deadline:

The deadline for article submission is the 1st of the month preceding publication.

Contact Details: Advertising

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

Deadline:

The booking deadline for advertisements is the 1st of the month preceding publication. Artwork for adverts is required by the 8th of the month preceding publication.

Disclaimer:

Opinions expressed in *The Mover* are not necessarily those of its publisher, unless stated otherwise.

Published by:

The Words Workshop Ltd
26 Swanwick Lane
Broughton
Milton Keynes
MK10 9LD

All rights reserved:

No part of *The Mover* may be scanned, reproduced, stored or transmitted in any form without the prior written permission of the publisher.

The Mover is designed on behalf of The Words Workshop Ltd by I Like Creative
E-mail: talk2ilike@btopenworld.com
Tel: 01908 675854

Get the latest moving industry news at
www.themover.co.uk

26 COVER STORY:

OMNI CONFERENCE

The full report from Florence.



4 LEADER: In or out of Europe?

6 UK NEWS:

Royal Assent for Enterprise Bill
Transport apprenticeships get boost

8 INSIGHT:

It's essential to keep your telemarketing customer database up to date. Darren Frostick of Leading Edge Market Solutions tells us how

10 UK NEWS:

Vacuum pack document storage
DVSA Earned Recognition Scheme

12 PROFILE:

West Midlands-based JC Payne, one of the UK's top commercial vehicle body builders, gets a visit from Deputy Editor David Jordan



14 INTERNATIONAL NEWS:

Friends for life
Portuguese mover becomes OMNI Guarantor

16 PROFILE:

Angie Mirams of Welti-Furrer tells Steve Jordan all about Switzerland's oldest moving company



18 INTERNATIONAL NEWS:

Voerman's Russia upgrade
Graebel wins FIDI gold

20 REPORT:

Britannia's Gavin McCarthy reports from Iceland on the company's 2016 annual conference

22 INSIGHT:

Mobility is changing due to the influence of technology, but is it just a passing fad, asks Lisa Johnson of Crown World Mobility?

24 INTERNATIONAL NEWS:

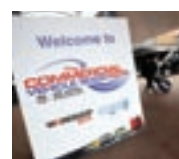
Venezuela update

30 ON THE ROAD NEWS:

Advice on Smart motorways
M1 upgrade section now live

32 REPORT:

Plenty to see at the 2016 CV Show at Birmingham's NEC, unless you were hoping to see trucks. Deputy Editor David Jordan tells us why



34 ON THE ROAD NEWS:

Vehicle overloading
Road signs removal plan

36 LEGAL:

Dan Reynolds of Reason Global Insurance explains how to make sure you have motor insurance that will pay out if the worst happens

38 ON THE ROAD NEWS:

M5 fuel price signage
Transport manager qualifications from FTA

40 PROJECT:

Asian Tigers Mobility's Gerry Lane took on an unusual project in the shape of a failing Irish hotel. Steve Jordan got the full story

42 PRODUCT NEWS:

RAVAS-SafeLoad

42 PEOPLE NEWS:

A new FTA president and new appointments at E.T.S.A., The Red Group and Metropolitan Transports

44 MARKETPLACE

48 DIARY DATES

50 AND FINALLY...

Holidays? Give me a break!

Index of advertisers

White & Co.....	2	Basil Fry & Co.....	11	Pac Global Insurance Brokerage, Inc.....	25
reallymoving.com.....	4	EUROMOVERS.....	14	JC Payne.....	31
White & Co.....	5	Teamwork International Moving.....	15	Worldwide Movers Africa.....	35
Buzzmove.....	7	Moveware.....	18	Direct Containers UK Ltd.....	35
Edwards Trade Storage.....	7	Mr Box.....	19	The Mover.....	35
AS 24.....	9	Brytor International.....	19	NSPCC.....	37
APT Training.....	10	Reason Global.....	20	Simpsons Removals & Storage Ltd.....	39
The Mover.....	11	Trucksmith.....	23	White & Co.....	42
				Vancraft.....	51
				Anglo Pacific.....	52



LEADER

In or out of Europe?

Steve Jordan, Editor



I always knew it was going to be a disaster. In my opinion referenda are for moral issues or those that are purely a matter of personal preference (such as whether to change the New Zealand flag or not). Matters that require an in-depth knowledge of macroeconomics, global immigration, national defence and the minutiae of multinational trade agreements are too hard for me and, I think, most other people if they are being honest.

I had a hope (not much of one though) that the media coverage of the issues in the run up to the vote would help clarify everything for me. Not a chance. We have witnessed, in my opinion, the worst example of democracy at work that I have ever seen. Rather than seek to clarify, our elected representatives have taken up polarised views from the start and done all they can, often through childish personal attacks, to convince us that everyone else is either wrong or lying (or both). Appalling! The British people deserve better.

How can any of us hope to make an informed judgement on such a complex subject without any guidance? When supposed experts disagree totally and see no virtue in the other's point of view, how can we come to a sensible, logical conclusion? When they openly misrepresent the truth purposely avoiding any facts, figures or opinions that do not support their own view, what are we supposed to think? How can we possibly trust them again? Any of them.

On 23 June people will vote based largely on the wrong criteria. Rather than taking a broad view on whether the world will be a safer, more fulfilling, more exciting place in or out of Europe, they will decide on how they think they will be affected directly and those perceptions will likely result from long-held prejudices and fears – not reality.

So I will vote for Britain to stay in Europe. Not because anyone has convinced me to do so or that I will personally be better off, but because it seems logical. Does anyone really strive for a world that is more divided, more polarised, with less unity, less agreement and less cooperation? I hope not. Greater integration with our friends globally is desirable and, in the long term, I believe inevitable. It's the way it should be.

If we do vote to leave the EU I trust our European friends will understand. Britons don't hate them. We are not bad people. We are good people, badly led.

Steve Jordan



Left to right: Dave Russinger, Jerry Marks and Phil Oram.

Premier Workplace Services wins Queen's Award for Enterprise

Premier Workplace Services, a trading name of Premier Moves Ltd, has received the 2016 Queen's Award for Enterprise in Sustainable Development, the UK's highest accolade for business success.

Premier received the award in recognition of its sustainable office furniture service and in particular for its Renew Centre, the UK's only independent, commercial facility solely dedicated to remanufacturing, refurbishing and repairing desks, chairs and other office furniture.

During the past five years Premier has remanufactured and refurbished over 10,000 desks, screens and chairs and donated over 15,000 items of furniture to charities, schools and social enterprises through its donation initiative, the Giving Back Project.

Jerry Marks, Managing Director of Premier Workplace Services said, "We are absolutely thrilled to have won this award. We are committed to delivering our services fairly and responsibly and attaining the best financial, social and environmental outcomes for our clients' resources.

"It's great to be recognised for our achievements and leadership in sustainable development."

Jerry Marks

It's great to be recognised for our achievements and leadership in sustainable development."

The Queen's Awards for Enterprise were established in 1965 by royal warrant and are bestowed by the queen annually on her birthday. This year 249 Queen's Awards have been announced for outstanding business achievement in the fields of international trade, innovation and sustainable development.


reallymoving.com
Providing instant quality removals leads

FREE trial
FREE ombudsman
FREE reviews system
NO commitment

FROM £1.99 to £3.49 per lead

01727 238010

www.reallymoving.com

VIN RANGE-



APPRECIATED EVERYWHERE!

As with a good wine, some things get better with the passing of time. Here at White & Co we've been helping people move to new homes across the UK, Europe and around the world since 1871 - and we never stop improving.

We are members of FIDI/FAIM, OMNI, IAM and BAR, so you can be certain your customers' possessions are in good hands, wherever the destination may be.

Call or email for an instant quotation or to find out more about our trade services for the moving industry.

T: 01489 774910

E: exports@whiteandcompany.co.uk

W: www.whiteandcompany.co.uk

- Over 140 years' experience in the moving industry
- Excellent storage facilities across the UK
- Competitive trade rates for all destinations
- Domestic and corporate moves

WHITE
& COMPANY
SINCE 1871



NEWS: UK



● The Enterprise Bill contains measures designed to streamline business.

The Enterprise Bill receives Royal Assent

The UK's 5.4 million businesses are set to benefit as the Enterprise Bill received Royal Assent on 4 May, 2016 and became the Enterprise Act.

The package of measures in the Act will help the government deliver on many of its commitments, from cutting red tape and tackling late payment to boosting the quality and quantity of apprenticeships.

Business Secretary Sajid Javid said: "The Enterprise Act will help deliver the growth and security that benefits every single person in the country. It is proof that this government is

delivering on its commitment to back the business owners who are the real heroes of our economic recovery."

The Enterprise Act includes measures to:

- Establish a Small Business Commissioner to help small firms resolve issues such as late payment;
- Include the actions of regulators in the government's £10 billion deregulation target and increase

transparency through annual reporting requirements;

- Extend the successful Primary Authority scheme to make it easier for businesses to access consistent, tailored and assured advice from local authorities, giving them greater confidence to invest and grow;
- Protect and strengthen the apprenticeship brand, introduce targets for apprenticeships in public sector bodies in England, and establish an Institute for Apprenticeships – an independent, employer-led body that will make sure apprenticeships meet the needs of business;
- Create a legal obligation for insurers to pay claims to businesses within a reasonable time.

Business Minister Anna Soubry said: "Together these measures will give a big boost to British enterprise. The Small Business Commissioner will help tackle the scandal of late payment – one of the leading issues for smaller firms. While the positive steps to reduce the burden of regulation and give more young people the opportunity to do an apprenticeship will benefit millions of businesses across the country."

Additional measures under the Enterprise Act will reform the business rates appeals system; pave the way for bringing private capital in to the Green Investment Bank; and update the Industrial Development Act to help support the roll-out of telecommunications and broadband.

Active apology

In last month's *The Mover* we wrote an article about the new M&G warehouse in Birmingham. The story said that all the redevelopment work had been completed by local companies. Whilst this was true for the building work, the fitting out of all the self storage units was completed by Active Supply & Design from Crewe in Cheshire, one of the UK's leading suppliers of self storage systems. We forgot to mention them. Sorry chaps!



● M&G's Birmingham warehouse (top) and the story from May's magazine.

SMOVE receives Which? Trusted Trader endorsement

Surrey-based SMOVE Ltd has become a *Which?* Trusted Trader. To receive the accreditation, SMOVE went through a rigorous assessment including a company credit check, random checking of customer feedback reports and a visit from a professional *Which?* Trusted Trader assessor.

SMOVE Director Jason Burton said, "We are very proud to be members of *Which?* Trusted Trader scheme. This endorsement means that our customers can be confident that their move will be in safe hands. It also demonstrates the high standard of our workmanship and, very importantly, that our pricing is honest and fair."

Paul Smith, Interim Managing

Director of *Which?* Trusted Traders, said, "We are delighted to announce SMOVE as a *Which?* Trusted trader. Our *Which?* Trusted Traders service gives consumers the confidence to make the right choices when it comes to finding skilled professionals and we're pleased to be able to give traders the chance to distinguish themselves from their peers. This scheme is a valuable, free resource for consumers and will help banish the risk of bodge jobs."

Which? has been testing products and services and awarding 'Best Buy' icons for over 50 years. The *Which?* Trusted Traders scheme gives consumers the same reassurance when choosing a trader.



● SMOVE's Jason Burton receives the *Which?* Trusted Trader certificate from Zoe Kirkby, *Which?* Business Development Executive.



● DfT plans to create 30,000 apprenticeships in the transport sector by 2020.

Boost for transport apprenticeships

Strategic Transport Apprenticeship Taskforce (STAT), launched last month, will boost apprenticeships and ensure investment in transport delivers for young people.

The STAT is an employer-led group to help the transport sector address skills challenges and take forward the government's commitment to treble the number of apprenticeships in the transport sector by 2020.

STAT members met recently with stakeholders to share best practice and discuss priorities for the group. Work could include collaborating to support the development and uptake of quality transport apprenticeships in client organisations and through the supply chain.

The task force will also be actively encouraging young people and mid-career changers and returners to consider a rewarding career in transport, dispelling the outdated stereotype that work in the sector necessarily means men in hard hats and hi-vis, and highlighting the full range of cutting edge roles that will appeal to a diversity of people. Its work will support the Institute for Apprenticeships, to ensure consistency with other sectors.

Transport Minister Lord Ahmad said: "I have seen for myself the enthusiasm in young people for planes, trains and automobiles, and I am determined that the

government's record investment in transport helps transform childhood fascinations into lifelong careers."

"...I am determined that the government's record investment in transport helps transform childhood fascinations into lifelong careers."

Lord Ahmad

The Department for Transport committed to the task force in its Transport infrastructure skills strategy, published in January 2016, which set out how it plans to create 30,000 apprenticeships in the transport sector by 2020. The strategy also set an ambition for 20% of new entrants to engineering and technical apprenticeships in the transport sector to be women by 2020, and a 20% increase in the number of black, Asian and minority ethnic (BAME) candidates undertaking apprenticeships by the same period.

Buzzmove sends you high quality leads that will make you money and save you time.

Only Buzzmove offers you total control, uniquely verified jobs and precise targeting. Join today!



Hundreds of removal companies are benefitting from Buzzmove. Don't let another job pass you by!
Join now and receive 5 FREE leads.

Register for free at
[www.buzzmove.com/
company-sign-up](http://www.buzzmove.com/company-sign-up)

buzzmove

EDWARDS TRADE STORAGE



YOUR STORAGE PARTNER

- Competitive Rates
- Tailor Made Services
- North & South London Hubs
- Safe and Secure
- Flexible and Friendly
- Fully Compliant

For more information on our trade storage services contact us today on

01285 760 244
operations@edwardsstorage.co.uk

www.edwardsstorage.co.uk

INSIGHT: TELEMARKETING



● Your staff need to be aware of the importance of data being kept up to date and accurate.

Keep it clean!

It may seem like common sense, but many companies overlook the benefits of maintaining a clean, accurate and well managed database. Darren Frostick of Leading Edge Market Solutions gives his advice on how to keep your data relevant and up to date.

The data you hold on your customers and prospects and their responses to your marketing are an important business asset. It doesn't matter how good your sales people are, without up to date and accurate information they will struggle to obtain meaningful results.

Failing to keep your information up to date is like throwing money down the drain, not only in terms of the cost of any data you have bought, but also in the wasted time your team will take contacting outdated prospects.

With changes to personnel, e-mail addresses and phone numbers, customer data deteriorates rapidly. It is estimated that information erosion is around 2% a month, meaning within three years that

expensive list you bought for your e-mail and telemarketing could be useless.

So how do you make sure your information is accurate? Start by making a master database rather than having lots of lists saved in different places that are worked at different times. Ideally use a CRM system that allows multiple people to use and update the database, that way everyone will know the status of every customer and prospect.

It's important to get organised. Make sure you can see when the information was added, when the prospect was last called and when they will be called again. All people working the data need to be aware of the importance of it being kept up to date and accurate. Add any new data immediately to avoid any mistakes.

If you have not been working your data regularly in a systematic way, or the list you have is old, you will need to cleanse the data. You can do this by calling everyone on the list to verify the information and update the record accordingly, but as many lists run into thousands of prospects

this can be very time consuming and you may prefer to use a specialist agency to do it for you.

My company, Leading Edge Market Solutions, uses special software to verify e-mail addresses and phone numbers electronically, other agencies will no doubt have similar systems. Any non-working numbers or e-mail addresses will be removed from the record and the remainder contacted to verify things like contact names and other information relevant to your sales campaign. There is no point in holding contact details for an irrelevant industry sector or targeting a job title not involved in buying what you are trying to sell.

Failing to keep your information up to date is like throwing money down the drain, not only in terms of the cost of any data you have bought, but also in the wasted time your team will take contacting outdated prospects. The best policy to ensure consistency is to have a continuous rolling policy of data reviews and updates.

● www.leadingedge-solutions.co.uk

AS24

The largest station network dedicated to trucks



764 fully automatic stations ▼



586 Adblue® stations ▼



20 European toll systems ▼

IRELAND
12
STATIONS

U.K.
51
STATIONS



13,000 ▲
partner stations



DOWNLOAD YOUR AS24 DRIVER
AND FLEET MANAGER APPS ▼



VIAPASS
BELGIUM

Register
with us
NOW!



NEWS: UK



● Scott Cook.

Scott runs London Marathon in aid of Meningitis Now

Scott Cook from Alchemy Recruitment ran the London Marathon this year of behalf of Meningitis Now.

With donations from clients and ex job seekers he was able to raise a total of £2,925.25 for the charity, including well over £300 raised by the Alchemy girls who organised a prize raffle and cake bake three weeks before the big day.

"The race itself I ran in a slow but respectable 5 hours 8 minutes," said Scott. "I had only got to 18 miles in training and had several niggles along the way putting my schedule back – so on the day, it was about getting around the 26.2 miles as opposed to worrying about the time. I absolutely loved the whole experience, the crowd really do get you round and seeing my friends and family at mile 14 and 21 was amazing and pushed me on."

Vacuum pack your document storage

A company from Milton Keynes has devised a system to help document storage companies improve their service to customers and increase revenue: vacuum packing the files.

Pack & Track Ltd claims to be able to pack around 40% more files into each storage box by specialist vacuum packing each file separately. This not only reduces the volume but also provides improved security and protects the documents from water damage, especially if sprinkler systems are activated during a fire.

Although this is a clear benefit for customers it is counter intuitive for document storage companies as most charge a rate per box. If the customer can get more in a box the revenue is reduced accordingly. However, if companies sell this as a premium service to customers, or adjust their charging system, it can show clear benefits to both customer and supplier.

Tony Gray runs the company. He said that it does sound a bit like turkeys voting for Christmas but customers like it and so storage companies need to find a way of providing the service they want. "It's also

possible that a document storage company could use the process to reduce the number of storage boxes required when quoting against some of the market leading companies," he explained. "This could bring the costs down enough for them to be able to compete."

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



● Vacuum packing means 40% more files per box.

The DVSA's Earned Recognition Scheme

The DVSA has launched a scheme whereby operators are rewarded for having highly compliant systems.

Operators will 'earn recognition' by proving a strong track record of compliance, as well as allowing the DVSA to access their real time driver and vehicle data.

Operators will be rewarded for their good compliance by reducing or eliminating the number of routine roadside checks; these can be expensive for both operators and the DVSA.

Entry into the scheme will be through criteria across a number of operational compliance categories, such as a very high annual test pass

rate. Operators will provide the DVSA with access to their records and maintenance programmes, e.g. tachograph, MoT and servicing data.

Only exemplary operators will be awarded earned recognition status. For compliant operators and those who can be compliant with support, as well as potential rule-breakers, the Remote Enforcement Office will make a request for their documents and examiners will complete an audit of these documents remotely. They will then consider compliance levels; this avoids physical visits to

operator premises.

For non-compliant and seriously/seriously noncompliant operators, enforcement will be led by the Strategic Management Office of the DVSA. The aim is to make non-compliance simply economically non-viable to operators. The earned recognition scheme has been piloted in the South East since October 2015 and will be rolled out to the rest of the UK. There is still a great deal of information which needs to be decided.

Information courtesy of Backhouse Jones Solicitors: www.backhousejones.co.uk.

Training for a better business

Operator training is the key to a successful removals business. Better trained crews means better productivity, more job satisfaction, lower staff turnover, happier customers and higher profits. At APT we tailor training to your needs ... export packing ... vehicle loading ... manual handling ... delivered at your premises or our dedicated training school.

Helping you to build a better business by investing in your people.

Call Andrew Pearson on 07879 653721 or email sales@familymoving.co.uk



TheMover

Reach 1000s of moving companies every month in print and online ... advertise in *TheMover*.

TheMover is mailed to every major moving company in the UK and is read online throughout the world, so if you're selling products or services to the removals industry there's no better way of getting your message across.

TheMover is totally independent, so any reputable company can advertise whether they're a member of a trade association or not.

Contact **TheMover** today, it could be one of the best moves you ever make.

"Total coverage for total exposure."

e-mail adverts@themover.co.uk or call Nikki Gee on 01908 695500.

RSA 

GOODS IN TRANSIT & STORAGE COVER FROM BASIL FRY & RSA

THE HOODS TO SHERWOOD OR THE NIGHTINGALES TO FLORENCE?

When you're moving all kinds of people to all kinds of places, you need expert protection.

Basil Fry & Company are the leading brokers for removals and storage insurance. Our comprehensive portfolio of products includes a UK or worldwide goods in transit policy, bespoke commercial combined schemes and exclusive removal operators' vehicle policies. So wherever your customers take you, you can be sure our protection is on board.

To get our dedicated team working for you call 01372 385985, or find us at www.basilfry.co.uk



BASIL FRY & COMPANY LTD

is authorised and regulated by the Financial Conduct Authority

Royal & Sun Alliance Insurance plc (No. 93792), Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.



PROFILE: JC PAYNE



JC Payne: not just any body

Deputy Editor David Jordan took a trip to the West Midlands to visit one of the UK's top commercial vehicle body manufacturers, JC Payne.

A few miles south of JC Payne's factory in Aldridge, I passed through the town of Sutton Coldfield, apparently one of the most prosperous areas of the United Kingdom. I'd never really been there before and if I'd been parachuted in I'd have guessed I was in an up-market district of Surrey, rather than on the edge of West Midlands' industrial heartland. Quite a surprise.

The factory was easy to find, a large blue building with JC Payne written in three-foot letters on the side. The yard was busy with trucks coming and going and white fibreglass pods newly built awaiting the next stage in the production process. I decided to park on the road outside the gate. Later I learned that the company has recently bought the 40,000ft² unit next door to the main building to increase capacity and streamline the flow of new

vehicles as they pass through the factory.

I pressed the buzzer on the squawk-box outside the door and was duly let in to reception and issued with my visitor's badge before being escorted to Neil and Gary Brandrick's office; the two brothers who run the company. The Brandrick family have been involved in the supply of commercial vehicles for many years and in 2008 their father Kevan bought JC Payne after it fell into administration during the recession.

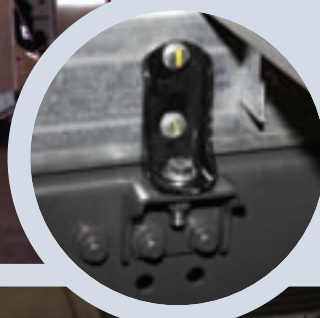
Neil explained the circumstances that lead to the acquisition. "JC Payne has been around since the 1920s but it changed hands several times in recent years. Before it fell on hard times, the factory was producing about 3,000 vehicles a year and employed over 200 people. The trouble was they only had a small number of customers and when the recession hit, some of them went out of business and

"JC Payne has been around since the 1920s but it changed hands several times in recent years. Before it fell on hard times, the factory was producing about 3,000 vehicles a year ..."

Neil Brandrick



● Far left: Gary and Neil Brandrick outside the factory; above left: fabrication in progress; above: Jordan Reader, Apprentice; left: a Luton body being lowered onto a chassis; below: chassis mounting; bottom: pods being manufactured in the fibreglass department.



unfortunately JC Payne went with them."

The administrator had dramatically cut the workforce to around a dozen by the time the Brandricks took over, but since then the business has grown steadily and now employs 133 people with 118 involved in production. Design is carried out in-house by the design team and skilled coachbuilders working on the shop floor. "Finding people with the right skills is always difficult but we've introduced production techniques that reduce the level of skill required during the majority of the manufacturing process, so we only need skilled craftsmen for the more specialised operations," said Neil. "Around 30% of our production staff are agency workers which means we can look for talent and offer permanent positions to the best workers when a vacancy arises – a sort of long job interview."

In an effort to create future generations of

skilled workers the company has a number of apprentices working on both the shop floor and in the design department.

The factory currently produces between 1,650 to 1,700 vehicles a year; 60% are Luton derivatives with the remainder made up mainly of flatbeds, tippers, curtain-siders and pantechincons, many of which are used by removals companies.

"We build on a number of manufacturers' chassis including Mercedes-Benz, MAN, Scania, DAF, Renault and Iveco, or we'll re-body a used vehicle, according to the customer's requirements," said Gary Brandrick. "We want to cater for as many customers as possible whatever their budget or specification. Not everyone wants or needs the latest Mercedes-Benz chassis so we give our customers a wide choice. We're not in the business of building exotic trucks, but we do build them to last and give an excellent ROI."



As well as building sturdy practical vehicles, JC Payne's sister company JC Payne Specialist Services provides a mobile breakdown and maintenance service for tail lifts and other types of lifting equipment used on vehicles. A team of 15 engineers supported by approved service agents is on call 24/7, 365 days a year with a 60 to 90 minute response time.

NEWS: INTERNATIONAL



● Lydia Kunihira-Kaweesa from Worldwide Movers Uganda and Nataliya Stepanova from Globalink Logistics in Kazakhstan.



Friends for life from FIDI

Everyone makes friends at industry conferences. These friendships often come from a business relationship or, over time, become such.

That's partly what conferences are for after all. But relationships are usually limited to staying up until 3am in the bar once a year talking about sport and movies.

But for Lydia Kunihira-Kaweesa from Worldwide Movers Uganda and

Nataliya Stepanova from Globalink Logistics in Kazakhstan, a chance meeting turned out to be life changing. And it's all down to FIDI.

It started when FIDI was in Lisbon in 2011. Lydia was attending her second conference. She had already registered and was sitting in the

lobby waiting for her bags. Nataliya walked into the lobby speaking Russian to a colleague. It was her first FIDI.

"She asked me where to find the registration desk," said Lydia. "We met again later that evening and just got on so well." Apart from a joint

connection with the moving business they had nothing in common: two girls, in a foreign land, from different backgrounds, cultures and environments.

Since then they have become best friends. "We share our secrets and stories," said Nataliya. "If she ever comes to Kazakhstan they will say 'Hi Lydia' because everyone will know her." Yet they have never worked together and have never visited each other's countries. "We keep in touch with regular phone calls and on social media." They even went on holiday together to California – a sure way to test the friendship.

"It's the same in Uganda," said Lydia. "My friends talk about her as if they have met her. All my sisters are now her friends on social media."

"My mum shows her pictures to everyone and calls her niece," Nataliya added.

So are they planning to visit each other at home? "We would love that very much. Only problem is we are very busy in the summer and it's very cold in Kazakhstan in the winter," said Nataliya. "It's minus 20 and she's from Africa, she wouldn't survive."

Congratulations FIDI. More friends for life.

Global International in Portugal becomes a Guarantor of OMNI

Global International Relocation from Portugal was accepted as a Guarantor of OMNI (Overseas Moving Network International) on Monday, 18 April 2016 after successfully serving a two-year probationary period. Global was confirmed as a Guarantor at the OMNI Annual General Meeting held in Florence, Italy.

Jorge Da Costa and his son Jorge Gomes were both at the meeting and were delighted to be accepted into the OMNI global network. "OMNI is important

to us," said Jorge Da Costa. "We always saw OMNI as the premier league of the moving industry. It was our goal to become an OMNI agent. OMNI represents the top quality agents in the world and we are delighted to be part of the organisation."

Jorge started Global in 2008 with the mission to provide a high quality service built around fast accurate communications with agents and customers alike. The company is now recognised as the revenue market leader in Portugal.



● Jorge Gomes.

EUROMOVERS International

Worldwide Movers Alliance

**A friendly Network
with a Family Spirit**



EUROMOVERS International SA
13, Rue Edmond Reuter · L-5326 Contern, Luxembourg
Phone: +352-26 70 16 56 · Fax: +352-26 70 16 57

The EUROMOVERS Network, now in existence for over 10 years, is proud to count partners in more than 30 countries in Europe and Overseas.

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.

Email: info@euromovers.com
Web: www.euromovers.com

EUROMOVERS
EUROPEAN MOVER PARTNERSHIP

Recognized Trademark
Co-operation and Assistance
Special rates and Conditions
Powerlanes and Groupage Services
Exchange of Knowledge and Experience
Participate in Corporate Accounts
HO's Sales Assistance
Partner-to-Partner Sales Assistance
Marketing, Public Relations, Web
Quality Training Environment
International Matrix Certification
Area Coverage



Our first 10 years were marked with many achievements and great success.

Our future will follow the same path!

More quality, security, space and mobility
in your moves and relocation services.

YOUR MOVE IN THE HANDS OF EXPERTS

www.teamworkintl.com.br • teamwork@teamworkintl.com.br

São Paulo*: Rua Alfredo Benincasa, 500
Bandeiras - Osasco - SP - Brasil
CEP: 06160-385

Rio de Janeiro: Av. Brasil, 33809
Bangu - Rio de Janeiro - RJ - Brasil
CEP: 21852-002

CERTIFIED BY THE MOST IMPORTANT
ORGANIZATIONS IN OUR INDUSTRY



PROFILE: WELTI-FURRER



A view from the Swiss-German side

Steve Jordan talks to Angie Mirams from Welti-Furrer: Switzerland's oldest moving company.

It was in 1838, the same year that Brunel's *SS Great Western* first put to sea, that Jakob Furrer started his moving company in Zurich. Close on 180 years later the company is still going strong as a major force in the Swiss and international moving industry.

Angie Mirams has been in the moving industry for 17 years, first with Kehrli + Oeler Ltd and for the last nine years with Welti-Furrer. She has recently taken over as head of the international department having previously specialised in sales and marketing.



PROFILE: WELTI-FURRER



"When Mr Furrer started it was a general haulage company using horses and carts," she explained. "He would transport anything, including household goods, and was always based in the heart of Zurich."

Albert Welty came along much later. He married Jakob's daughter and joined the company in 1880. He was an artist and illustrator for the company. He brought with him new ideas for a dynamic world in which people were increasingly mobile. Together they built the company and became one of the first in Switzerland to venture across the border to Germany thereby performing international moves. Today the company has five fully-equipped locations in Zurich, Bern, Windisch, Baar, Zug and Liestal, Basel.

"All five offices are in the German part of Switzerland," said Angie. "There is a divide between the French and German side, they are like two countries. Even though Switzerland is very small the mentality, people and language are different so for a company in the German part to open an office in Geneva or Lausanne it would never work unless you have someone there from the region." Welty-Furrer competes for large international accounts of course, but domestically the two parts of the country keep to themselves. That said, the company has its trading partners in the French part of Switzerland and so can offer a nationwide service.

Perhaps unusually nowadays the company does not have its own relocation department. It has relocation partners but its core business is domestic and international removals. "We started working for relocation companies many

years ago and have now made a decision not to compete in their market," said Angie. "The relocation companies still need a reliable and independent partner to work with for the moving of their customers' goods. It's an important part of our work. Why would we want to open our own division and lose that?"

"There is a divide between the French and German side, they are like two countries. Even though Switzerland is very small the mentality, people and language are different ..."

Angie Mirams

Being in Switzerland the traffic is mainly to and from the world's financial centres of Germany, Singapore, the UK and the USA. Despite the high cost of labour Welty-Furrer has not taken the option of importing packing services from cheaper Germany. All its staff live and work in Switzerland. European haulage is, however, subcontracted to German companies that operate swap-body vehicles in Welty-Furrer livery. "The only way you can tell that the vehicle is not from Switzerland is the number plate," said Angie. During the high season the

company employs upwards of 200 staff, many of whom are engaged in the moving of office equipment.

"Office moving has become very important for us," said Angie. "We manage the whole process for our customers including the cleaning and storage of furniture, and the efficient recycling and disposal of equipment. We have just achieved ISO 14001 for the quality of our environmental services."

As with all companies in Switzerland its international movements have to negotiate a border and goods have to be cleared through customs. But rather than being a handicap Angie sees this as an advantage. "You don't need a license to move people's goods in Switzerland. But as soon as you cross the border you need the additional knowledge and people are willing to pay the additional costs for the service that we are providing."

Moving to Switzerland, by international standards however, is relatively straightforward. But all nations have their little ways – their traditions. In a country known worldwide for clocks and watches it's unsurprising that the Swiss are strict on timing. For example, most countries don't have set times for breaks; but they do in Switzerland. "It can come as a surprise to people when they come here from a different culture, but that's just our way. At home it's lunch at 12:00pm and dinner at 6:00pm. Best not be late!"

Welty-Furrer was taken over by the Knecht Group in 1993 with Philipp Vassalli appointed as its CEO just three years ago.

● Bottom left: Angie Mirams; above: a present day Atego Hybrid truck, with assorted older examples of vehicles used by Welty-Furrer throughout its long history.

NEWS: INTERNATIONAL



● Voerman's new Russian premises.

Voerman upgrade facilities in Russia

Voerman Russia is moving to a new location that provides larger offices, approximately eight-times the storage space of the company's previous premises and seven loading bays.

The company has been in its old location for six years however the growing business needed more space and better facilities.

Alexandra Golovina, Head of Marketing & Public Relations for Voerman Russia commented: "At Voerman we always strive to be the best in what we are doing, trying to be the leaders in our industry. This way of doing business has led to the fact that our current warehouse has reached its maximum capacity. Our new premises will include a state of the art office and a class 'A' warehouse, which we strongly believe will make the difference compared to competitors in the moving industry. This is an advantage, which we must use directly, having learned from the past that most of our competitors are followers."

"Our new premises will include a state of the art office and a class 'A' warehouse, which we strongly believe will make the difference compared to competitors ..."

Alexandra Golovina

Voerman has been in Russia for 25 years and has built a strong reputation. The new premises will provide the facilities required for the next period in the company's successful development. The new location is at TechnoPark near Rumyantsevo metro.

FIDI awards gold to Graebel in Geneva

Graebel Movers International, Inc was awarded the 'FIDI Academy Commitment to Excellence Gold Award' at the FIDI Annual Conference in Geneva, Switzerland.

Bill Graebel, Chief Executive Officer and Dale Collins, Chief Innovation Officer and President of Global Transportation of Graebel Companies, Inc attended the international conference. Bill Graebel accepted the award on the company's behalf.

FIDI, a global network of international removals companies, independently audits compliance to its quality standard (FAIM) that sets and measures standards for the industry every two years. FIDI represents over 600 independent companies in more than 100 countries. Graebel has been a FIDI member for over 30 years.

The FIDI Academy has developed a career points system that recognises individuals and companies that promote industry knowledge. Graebel received the highest total number of continuing education award points among

Graebel received the highest total number of continuing education award points among the 18 mobility companies that received the Gold Award honour.

the 18 mobility companies that received the Gold Award honour.

Dale accepted an award on behalf of Sean Tucker EiM, International Household Goods Coordinator at the Graebel EMEA headquarters in Prague. Sean was recognised for earning a Top Student Award at the FIDI training that took place at the Graebel world headquarters in Colorado in 2015.



● Bill Graebel.

move ware

OVER 200 CLIENTS

in 25 countries have already recognized
The value of Moveware

NOW IT'S YOUR TURN

The Only Software you Need



www.moveconnect.com | sales@moveware.co.uk | +44 208 971 9640

SELF STORAGE CONTAINERS



- Containers purpose designed for the Self Storage Industry. Available for either sale or hire
- Sizes available: 8ft (351 cu ft), 10ft (561 cu ft), 20ft (1,170 cu ft) and 40fts (2,386 cu ft)
- We also supply High Security Padlocks, Steel Staircases, Gantries and Locking Stacking Cones
- Delivery arranged using hiab trucks

Supplying the Removals and Self Storage Industry for over 10 years

+44 (0)800 783 9885 

sales@mrbox.co.uk • www.mrbox.co.uk



INSPIRING SERVICE THROUGHOUT CANADA



TORONTO OTTAWA MONTREAL VANCOUVER
imports@brytor.ca www.brytor.ca

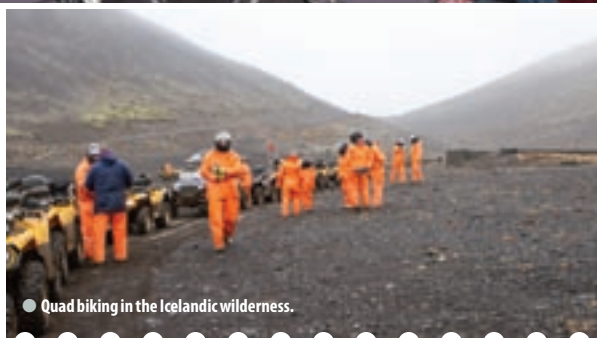
International moving solutions

... our business is moving

REPORT: BRITANNIA CONFERENCE 2016



Welcome evening on the Friday.



Quad biking in the Icelandic wilderness.



Business session on the Saturday.

Britannia Conference 2016 – Iceland

Britannia's annual conference has been to some interesting places over the years, but Iceland in March in 2016 probably heads the list. Report by Gavin McCarthy, Sales Director.

Earlier than normal this year, the conference planners were looking to take advantage of the increased likelihood of seeing the Northern Lights at this time of year. As it was this was just one of the highlights of another excellent event that will live long in the memories of those who attended.

The three-day conference followed the usual pattern with an uplifting welcome evening on Friday, 11 March. Having checked into the perfectly located Hilton

Reykjavik hotel, delegates gathered in the banqueting hall to 'enjoy' a three course meal of Icelandic specialities while being entertained by traditional Icelandic folk music and a local expert telling tales of Icelandic folklore, legends and more recent history. Who knew, for example, that Britain 'invaded' Iceland during the Second World War? As for the food, this caused equal surprise – whale, shark and fermented herring weren't to everyone's taste but Britannia conference attendees are adventurous if nothing else (and a

hungry lot) so everyone dug in in good spirits.

Day two brought delegates in bright and early into the conference business session. The main event always throws up an interesting mixture of speakers and topics. A snapshot of this year's subjects were digital marketing, succession planning, new operational IT systems and other innovations. The business session was also an opportunity to introduce Britannia's new FX (currency exchange) partner International FX. The event



DO YOU HAVE THE RIGHT COVER?



Reason Global Insurance Ltd is authorised and regulated by the Financial Conduct Authority.

REPORT: BRITANNIA CONFERENCE 2016

● Representatives from Britannia Bearsbys, Britannia Sandersteads and Britannia Lanes enjoy the final gala dinner.



● Representatives from Britannia Fleets, Britannia Neaves and Britannia Bradshaws share a laugh.



climaxed with the Britannia awards ceremony with regional and national awards given out to the best of the best within the Britannia membership. The business session finished promptly at 4pm allowing rugby fans to scamper off to the British sports bar in town to watch the Six Nations showdown between England and Wales.

On day three the intrepid delegates went out on a variety of expeditions to see the natural wonders of Iceland at first hand; whether it was snow-capped peaks, waterfalls, the blue lagoon or the famous volcanoes – there was something for everyone.

Finally, on Sunday evening the gala night brought the conference to a conclusion. A slightly more formal affair with another meal in the banqueting suite, however this time with more conventional fare on

On day three the intrepid delegates went out on a variety of expeditions to see the natural wonders of Iceland at first hand; whether it was snow-capped peaks, waterfalls, the blue lagoon or the famous volcanoes...

offer, delegates were well fed before the entertainment began. First up were a four-piece female acapella group from Iceland who began with a number of cover

versions to kick the post-meal action off. A sophisticated start was taken over by a more raucous conclusion as a band based in from the UK drove revellers onto the dancefloor to spin the night away.

So, another Britannia conference came to an end as one and all made their way back to different parts of the world. Iceland 2016 was Britannia's best attended conference for many years and we're sure that the choice of venue for 2017 will guarantee another great event and excellent attendance. Finally, Britannia would like to thank conference organiser Animo as well as all our loyal and generous sponsors - Reason Global, IFX, Basil Fry, Moveware, Haywoods, BAR Services and Active Supply - without whom the Britannia conference would not be the successful and enjoyable event it is every year. Thank you one and all!



Reason Global
Insuring your reputation

Broker at **LLOYD'S**

INSURANCE THAT GIVES YOU AND YOUR CUSTOMERS THE RIGHT COVER

With our tailored insurance solutions designed for movers our clients have come to expect extra from us.

Contact us today to discover what extra could mean to you

Tel • +44 (0)1273 739 961 | www.reason-global.com



Are mobility robots here to stay?

Uber mobility is becoming a new catchphrase in the world of global mobility as technology and innovation continues to inspire change. But are apps, virtual reality and even robots the future of the industry – or just a temporary fad?

Lisa Johnson, Global Practice Leader, Consulting Services, at Crown World Mobility offers her opinion.

Uber mobility is a concept or metaphor for ultra-modern techniques being used in global mobility. The concept is based around how technology is changing, how people access information and how they make purchases. There is an increasing trend towards people using apps and of transactions taking place in real time.

Millennials are at the core of the trend, they demand real time data and mobile services and like to be more hands-on than assignees of the past. But there is a business aspect too, with companies keen to provide low-cost solutions – especially for early career employees, new hires and self-initiated moves. The evidence at the moment is uber mobility is catching on quickly with assignees of all generations.

Apps such as *Uber*, *Airbnb* and *Dolly* are helping to define uber mobility and driving the industry forward with global mobility programmes and global mobility experts attempting to offer services which compete with those apps. Millennial assignees have a 'do it yourself' mentality

and see using apps to plan their move as part of the experience. They feel more in control of the process and feel the programme becomes more personalised when they have options in their grasp.

Millennials are at the core of the trend, they demand real time data and mobile services and like to be more hands-on than assignees of the past.

For global corporations it's all about saving money and increased flexibility. But it's also good for recruitment. It can be very hard to recruit millennials in locations outside of main cities and employers must think outside of the box and provide enticing benefits to attract millennials. Technology can be a big draw.

There are downsides. For assignees it can mean no vetted experts to talk to and

no personal touch. Apps are not designed to work around people with families, are not interactive and lack the 'human' element. For corporations, these apps are not made by mobility companies, therefore they lack expertise. There are also debates around how far duty of care extends. Should businesses be tracking employees using GPS? Or is this infringing the privacy of employees? So there are some challenges ahead.

So how will uber mobility develop – what technology could further impact global mobility in future? Could we see the use of virtual reality technology? Virtual reality will almost definitely play a role in the future of uber mobility in future. There is already existing technology in the gaming industry and this type of virtual reality could be used as a means of providing virtual reality tours when it comes to decision making for assignees. For example, looking at property and local amenities.

So far there is no evidence that uber mobility is effective in lowering the number of 'failed' assignments although



this may become apparent if there is a shift in the industry caused by technological changes. With regards to safety and security – there may be some horror stories arising out of ‘DIY’ assignments lacking professional mobility input. However there will come a time when the desire of millennials to do everything themselves changes this. It’s a cheaper way to move young people without the need for ‘hand-holding’ throughout the experience.

In the next five years it is likely that the traditional method will become a ‘VIP’ experience and the new, cost-saving methods will become normal.

Lisa Johnson

Lisa Johnson is Global Practice Leader, Consulting Services, at Crown World Mobility, a global company which helps corporations manage global talent. She has more than 18 years of experience in the industry and has been with Crown since 2012.

● www.crownworldmobility.com.



TRUCKSMITH

The Best a Van Can Get



TRUCKSMITH®
At the cutting edge of
low loading Luton van
production.



Renault Master
LoLoader™



Vauxhall Movano
KneeHi®



Fiat Ducato
Canniloader®

For more information on these vehicles,
contact our sales office on **01884 33001 opt.1**
or email mail@trucksmith.co.uk

On the web: www.loload.co.uk
www.kneeHi.co.uk www.canniloader.co.uk



RENAULT
PRO+



MADE IN BRITAIN



● OSC Chief Executive Tarik Mohamed Al Junaidi.

NEW SHIPPING SERVICE LINKS ALL OMANI PORTS TO UAE

Oman Shipping Company (OSC) has launched a new freight service linking Omani ports to the United Arab Emirates.

The new fortnightly Oman Express Service run by OSC subsidiary Oman Container Lines is the first freight feeder operator to connect all Omani ports.

OSC Chief Executive Tarik Mohamed Al Junaidi said the new service will be cheaper and faster than the road transport that currently handles all freight to the interiors.

The main objective of OSC - one of the Gulf's biggest ship operators - is to connect Oman with the rest of the world by running a regular service linking the Omani ports of Salalah, Duqm and Sohar, with the UAE.

Oman Express Service is using its own multi-purpose vessel to carry containers, break bulk and project cargo and has a capacity of 350 TEUs or 8,000 tonnes of general cargo.

Mr Al Junaidi said the ambitious move will drive the development of freight handling facilities in both Duqm and Salalah ports.

"The Oman Express Service will revolutionise the trade movement in Oman by linking our main ports with one fast and efficient freight feeder operation," said Mr Junaidi. "We are looking to harness the power of our coastline and maximise Oman's strategic location, to boost both trade within the Gulf and worldwide."

● www.omanship.co.om.

Venezuela update

The political, economic and trading environment in Venezuela has continued to deteriorate. According to OMNI agent Global Mudanzas Internacionales in Caracas it is becoming worse by the day.



● Juerg Degenmann.

Juerg Degenmann, the company's general manager, said that there are still issues with airlines as well as containerised cargo that cause delays. The Venezuela - Colombia

border continues to be closed and it is anybody's guess if and when it will be reopened to free traffic again.

Juerg explained that there has recently been an announcement by President Maduro that schools will

be closed on Fridays and public servants will only work Mondays and Tuesdays in order to try and conserve energy. This means that all activities at customs, the ports and airports, warehouses and related services will slow down with increased delays. "However we will remain working full-time and have guaranteed clients that the scheduled pack dates will be met," said Juerg. "Surveyor and supervisors are also in attendance and we will comply with all clients' requests."

He went on to reassure clients that he would do everything possible to prevent delays to shipments entrusted to Global Mudanzas Internacionales. "Through our customs broker we will keep in close contact with port/airport authorities to ensure we are informed on a timely basis of any changes that might affect us."

Charlotte wins Suddath 2015 Branch of the Year Award

Suddath, the largest agent of UniGroup, Inc., is pleased to announce that its Charlotte location has earned the coveted title of 'Branch of the Year' for 2015.

This annual award is determined by specific key performance indicators for excellence in customer service, safety, quality and financial performance.

Charlotte posted a year-over-year revenue growth of 43%, the second-best net income percentage in network operations. They also finished the year with a 4.7 UniGroup quality ranking on a scale of 1 to 5 and produced a one hundred percent 'willingness to recommend rating' from their United Van Lines customers. Prior to this award, in 2015, Charlotte also earned the prestigious UniGroup Fleet Safety Award for their mileage category as well as the Suddath CEO Annual Safety Award for the under 500,000-mile category.

"It is clearly evident that the Charlotte team exemplifies Suddath's commitment to customer service and safety while delivering outstanding financial performance in fiscal 2015," explained David Cox, President of Network Operations for Suddath. "Through this example of living the values we associate with the Suddath brand, our customers can be assured they are being serviced at the highest level no matter what."

"We are honored to have earned the Branch of the Year award," said Monty Miller, Vice President and General Manager of Charlotte. "It is very rewarding to be recognised for our continuous focus on safety, quality and customer service. Our team consistently represents the Suddath culture of



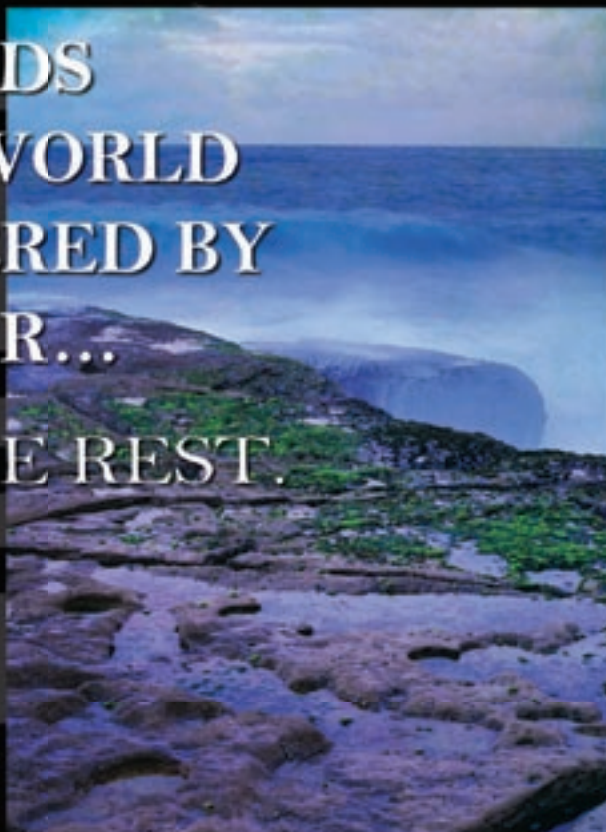
● Monty Miller.

taking moving the world personally each and every day. This award is a result of our collective efforts and I could not be more proud."

**TWO THIRDS
OF THE WORLD
IS COVERED BY
WATER...
WE COVER THE REST.**

**Pac Global
Insurance
Brokerage, Inc.**

Marine Insurance Brokers



- Tailored Programs for the Household Goods Removal Industry
- Comprehensive Administrative Services
- Detailed Management Reports, Including Premium & Claim Tracking
- Declared Value Program
- On-Line Declaration Issuance
- Automated Reporting
- A Rated Paper

Pac Global Insurance Brokerage, Inc.

898 N. Sepulveda Blvd., Suite 700

El Segundo, CA 90245

Tel: 310-227-8500 • Fax: 310-227-8511

mwille@pacglobalins.com

www.pacglobalins.com

Ca. Lic. No. 0774170



COVER STORY: OMNI CONFERENCE 2016



● Eric Nicholson.



● The OMNI Board.

OMNI conference gets it right in Florence

By Steve Jordan.

Firstly, I must declare a common interest here. I am part of the organising team for the OMNI conference so, the fact that I think it worked is not an absolutely unbiased opinion. That said, my role is limited to helping out with the business sessions and taking photos, so none of the credit should be aimed at me. It's an OMNI product delivered, as has become expected, in some style.

Last year OMNI went to Livingstone in Zambia. There's the old Fawlt Towers line when the guest was complaining about the view: Basil asked what she expected. "Herds of wildebeest sweeping majestically across the plain...". Well in Zambia we had the Zambezi at the bottom of the garden and wild animals roaming the reception. It was tough to imagine how the classically majestic Florence could possibly compete ... but it did.

150 captains of the moving and relocation industry descended on the 5-star Westin Excelsior for four days, 15-18 April. It's a small group but, at OMNI, it's

not the numbers that matter, it's the people. There is no other meeting in the industry that allows you to rub along with quite so many top bookers and innovators than OMNI. This year attendance was over 40% up on previous years.

The conference, in line with all others, is

The conference, in line with all others, is a mixture of business and social events. In that respect it's no different from any other. In every other respect, it is.

a mixture of business and social events. In that respect it's no different from any other. In every other respect, it is. It's very hard to put your finger on why the OMNI conference is so special. Maybe it's because all the delegates are owners and senior managers which changes the dynamic from a sales environment to a strategic one; maybe it was the location in the heart of the city with the Arno river

bubbling along next door and the Ponte Vecchio beckoning; perhaps it's that everyone are genuine friends and newcomers are welcomed instantly and unquestioningly. It's probably all of these things but it's also that Ian Waters, OMNI's General Manager, and his team take great

care to make sure everything is right. It's the detail that makes the difference.

The business sessions were kicked off by Eric Nicholson, a professional actor and professor of

theatre history who brought Florence to life with a mixture of theatre and a seemingly limitless local knowledge. Michael McDaniel from law firm Countryman and McDaniel, representing the conference sponsor, Pac Global Insurance, spoke about insurance in such an informative and entertaining way that it was impossible not to be enthralled. Every business session was a full house –

COVER STORY: OMNI CONFERENCE 2016



● Michael McDaniel.



● Workshop.



● Business session.

people take business seriously at OMNI – and many joined in with an enthusiasm perhaps uncharacteristic of their seniority.

When it came to the workshop session, that can often fall a little flat at some conferences, the group made real decisions. Many organisations claim to be market leaders but at business sessions such as those in Florence the members of OMNI clearly proved that they were not going through the motions: they were not prepared to come out of those meetings without having achieved something. What they did achieve was to give OMNI members a marketing advantage, in an area crucial to corporate relocation, for the foreseeable future. OMNI will reveal more when the relevant structure is fully in place.

Tonnage through the network is always important at OMNI and the top bookers, and those who dramatically improved their tonnage through the network, were honoured in the OMNI tonnage awards. Graebel was top Booker overall worldwide with G-Inter (Central & South America), Elliott Mobility (Africa), Asian Tigers Mobility – Singapore (Asia), Alfa Quality Moving (Europe) and Kent Relocation (Australasia) each taking their respective regional trophies. Improvers' trophies were awarded to nine companies with gold in three categories going to Writer Relocations (India), Ziegler Relocation (Belgium) and Schneider Global removal Solutions (Switzerland).

continues over



● Above: delegates enjoy first night hospitality.

Top OMNI movers

OMNI honoured its top bookers at the Florence conference. The regional gold sales award winners were:

Central & South American Region:
G-INTER (Granero International) - Brazil

Africa & Middle East Region:
Elliott Mobility - South Africa

North American Region:
Graebel Movers International - USA

Asian Region:
Asian Tigers Mobility - Singapore

European Region:
Alfa Quality Moving - Sweden

Australasian Region:
Kent Relocation Services - Australia



● G-INTER (Granero International) - Brazil.



● Elliott Mobility - South Africa.



● Graebel Movers International - USA.



● Asian Tigers Mobility - Singapore.



● Alfa Quality Moving - Sweden.



● Kent Relocation Services - Australia.

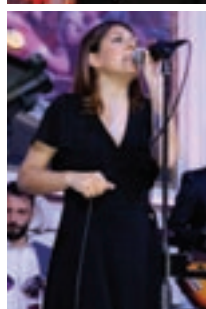
COVER STORY: OMNI CONFERENCE 2016



● Palazzo Capponi.



● Mary and Bill Graebel.



Florence is, of course, an aspirational venue for many and OMNI made certain that everyone had sufficient opportunity to explore the city and its culture should they wish to do so. The hotel location made it easy for delegates, with an hour or two to spare between meetings, to wander about and really get a feel for the place. In addition, OMNI organised guided tours of the Uffizi Gallery, Academia Museum, Galileo Museum; local beauty spots including Lucca, Pisa and San Gimignano; and local wineries.

The closing gala dinner was at the Palazzo Capponi at which tenors from the Opera of Florence entertained and there was dancing until late. But, perhaps the most memorable evening was the visit to the Il Molino de Grace winery, the Italian home of Frank and Judy Grace who are owners of TEAM, a long-term OMNI

member. Frank and Judy welcomed around 150 friends and colleagues into their home for dinner and to sample the produce of the vineyard. It was a truly magical evening.

“... there is a saying that ‘he who never did anything wrong - never did anything’. I am proud of what OMNI has achieved and will continue to achieve in the future.”

Willy Toedtli

The OMNI golf tournament was held at the beautiful Ugolino Golf Club that has been described as ‘one of the courses you should play before you die’. Bob Bowen from Crown Worldwide Moving & Storage in San Francisco won the coveted Paul Mason Trophy; with Simone Zeevenhooven

from TEAM taking home the silver for the ladies. Even if the greens weren’t running for you, it was worth the fee just to stroll for a day in such a stunning place.

Having come to the end of his two-year term as OMNI President, Willy Toedtli from Trafimar Relocation Services in Mexico handed over the presidency to Keith Meader from Asian Tigers Mobility –

Thailand. In doing so he said that OMNI represents a joining of the most inventive, creative and entrepreneurial minds in the industry. “To be leaders in any industry, you have to lead. Sometimes that leadership role can be difficult and sometimes things can go wrong. But

COVER STORY: OMNI CONFERENCE 2016



there is a saying that 'he who never did anything wrong - never did anything'. I am proud of what OMNI has achieved and will continue to achieve in the future."

It's very easy to compare the OMNI conference with others, which is probably unfair. There is a lot you can do with a group of 150 that you can't do with 600 at FIDI or 2,000+ at IAM. Take away the sales need to go back to the office with a full book of promises and everything automatically becomes more relaxed. Fill the room with people who are used to making decisions on their own and things get done. Take care of the details, making sure that the customers (the members) always come first – and everyone's happy. It's a winning formula that OMNI seems to have a knack of repeating over and over again.

In 2017 OMNI will hold its conference in The Seychelles.

Keith Meader becomes OMNI president

Keith Meader from Asian Tigers Mobility – Thailand has taken on the role of OMNI president. He assumed the role from Willy Toedtli from Trafimar Relocations in Mexico who has served as president for the previous two years.

Keith started his career with United Van Lines before taking the opportunity to work with Bill Reinsch as general manager of Transpo in Bangkok. Keith worked with Santa Fe in Hong Kong for seven years before returning to Thailand in 2011.

Willy Toedtli will continue on the OMNI Board.



NEWS: ON THE ROAD

£205 MILLION UPGRADE ON SECTION OF THE M1 NOW LIVE

The final phase of a £205 million upgrade to improve journey times and reduce congestion on a 20-mile section of the M1 spanning the East Midlands and South Yorkshire went live on 5 April, 2016.

The Highways England scheme between junction 28 (Mansfield) and junction 31 (Worksop) is the first Smart motorway in the East Midlands and South Yorkshire, where the hard shoulder has been permanently converted to an extra lane. Variable speed limits will also be used to keep vehicles moving, tackling the stop-start conditions many drivers have experienced in the past. It is being delivered as part of a £15 billion government investment in motorways and major A roads by 2021.

Roads Minister Andrew Jones said: "The completion of the Smart motorway on this section of the M1 will make a real difference to people travelling between Mansfield, Chesterfield and Worksop, delivering better and smoother journeys, helping businesses and boosting the local economy. This is all part of our plans to build a road network that is fit for the future, with a record £15 billion going into improving our roads, reducing congestion and keeping Britain moving."



● Andrew Jones.



● The DfT video explains All Lane Running, among other features of Smart motorways.

Advice on use of Smart motorways

The Department for Transport has released information, including a video simulation, for drivers about how to use the new Smart motorways.

Most of the information is obvious for experienced drivers such as: a red X means that the lane is closed. However, some of the information, particularly that relating to breakdowns, is not so obvious.

The regulations say that, in an

emergency, "All motorists should be able to make their own recovery arrangements in the event of a breakdown or accident. We strongly advise that you have breakdown cover and carry details of this with you." So it is your responsibility, as the driver, to organise breakdown cover and to arrange for your

vehicle to be recovered. In that respect it is not the same as driving in a width-restricted area where breakdown cover is provided.

The advice goes on to say: "Always try to leave the Smart motorway immediately if your vehicle is damaged or experiences difficulties. If that's not possible, move into the nearest emergency area. Each refuge contains an emergency telephone that connects you free of charge to a Highways England traffic control centre. They will either send a traffic officer to help you, or set the motorway signs to temporarily clear lane 1. Do not attempt to leave your vehicle unless you are next to the edge of the motorway, with no 'live' traffic lane between your vehicle and the verge. Make sure you leave the car via the left hand doors. Move as far from the road as you can."

It's hard to imagine how All Lane Running (ALR) as it's called, can be as safe as the old system where there was a hard shoulder. There is, however, evidence to show that the safety performance of ALR is no worse, or slightly better, than a conventional motorway. Highways England admits that a further two years of evidence will be needed to confirm this. It is clear that safety is highly dependent on motorists obeying the overhead signage and, apparently, 7% of drivers ignore the red X.

Licence checking added to Visionfta compliance tool

The Freight Transport Association (FTA) has launched a new update to its innovative Visionfta compliance software so operators can keep a day-to-day check on their drivers' licences.

The new addition allows users to view alerts from FTA partner Licence Bureau when logged in to Visionfta, creating a seamless link between the two systems and removing the need for separate checks.

Licence Bureau Director Malcolm Maycock said, "Licence Bureau is delighted to be working with FTA to help provide this service, which is essential to every business. It is really important for all operators to ensure that their drivers' details are up to date and that their licences are fit for purpose."

FTA Tachograph Product Owner Sam Varrell said, "Visionfta had

developed into a 'one stop shop' for compliance, giving the complete picture of a transport operation in one place. Visionfta is web-based rather than an install so there's no additional cost for licences per user. It gives a clear view across all drivers, not just one at a time, and has great flexibility."

Unlike many other tachograph analysis tools, Visionfta analyses under EU, UK domestic, Republic of Ireland and Northern Ireland domestic drivers' hours.

Drivers can also use the software to see their personal data on a computer or the driver app, including forward-looking drivers'



● Sam Varrell.

hours, to help both the company and driver manage their compliance proactively.

JC PAYNE (UK) LTD

Removals Vehicle Bodybuilders & Repair Specialists

From chassis to complete vehicle

JC Payne provides a complete removals vehicle service from chassis supply to body delivery, ensuring a highly efficient and cost effective solution to meet the needs of today's removal professionals.

Body options available:

- ✓ Flush doors
- ✓ Barn doors
- ✓ Side shutters
- ✓ Container doors
- ✓ Ramps
- ✓ Fold out tables
- ✓ Storage lockers
- ✓ Load restraint



**AVAILABLE
NOW!**

BEFORE



AFTER



Full furniture vehicle repair service also available utilising our own 60ft Spraybake paintbooth.



2008 (58) Iveco Eurocargo 75E16

Fitted with a brand new 24ft JC Payne lightweight dropwell Luton body, rear barn doors, tie rails, factory fitted immobiliser, digital tacho, cd player, 3 man cab, cruise control, very low miles, excellent condition.



2010 Scania G230 Highline Sleeper Chassis now available



2011(60) Mercedes Sprinter 313

Fitted with brand new JC Payne 16ft pantechicon body, rear barn doors, walk in ramp, tie rails, with full JC Payne body warranty. Choice of 2.



01922 453 333

Email: sara.cleverley@jcpayne.com

Unit 2, Westgate, Aldridge, West Midlands, WS9 8EX

www.jcpayne.com [jcpayneuk](https://twitter.com/jcpayneuk) [j-c-payne-uk-ltd](https://www.linkedin.com/company/j-c-payne-uk-ltd)

**NOT JUST
ANY BODY.**



The 2016 Commercial Vehicle Show – but where were the trucks?

This year's Commercial Vehicle Show held at the NEC Birmingham 26–28 April was a sell out with over 460 exhibitors filling every square metre of available space across Halls 3a, 4 and 5.

The CV Show is Britain's best attended commercial transport event with around 20,000 visitors passing through its doors during the two public days. As always the event is free to attend – if you don't count the £12 car parking fee – and is an opportunity to view all that is new in business transport

under one roof.

Surprising then that all but one of the major truck manufacturers chose not to take part this year, with brands including Mercedes-Benz, Volvo, DAF, Scania and Renault conspicuous by their absence. The sole exception was Iveco who took the opportunity to grab Mercedes'

historical prime spot at the entrance to Hall 5 to show off its latest vehicles.

The van sector however was better represented with impressive displays of all the latest kit from Ford, Toyota, LDV, Fiat, VW and Renault.

With compliance being at the forefront of every transport manager's mind there



was no shortage of electronic devices and systems on show to help monitor driver behavior, optimise route planning and improve safety. Several companies showcased composite systems featuring telematics, navigation and time management tools for mobile workers. At least one system even created a score card of drivers' behavior showing speed, acceleration, heavy braking and other driving characteristics for the transport manager to measure against the company's targets. Clearly the days of the humble analogue tachograph are over and our Orwellian way of life continues to thrive in the name of compliance and safety.

Hall 4 played host to the Workshop Zone where manufacturers displayed a massive range of products ranging from diagnostic testing equipment to hydraulic lifts, specialist tools and vehicle washing machines.

Representatives from major tyre manufacturers including Pirelli, Good Year, Bridgestone and Hankook were on hand to demonstrate the latest developments in tyre technology and advise operators on the most suitable fitment for their vehicles and applications.

The Freight Transport Association (FTA) took the opportunity to launch its new Truck Excellence scheme, which sets out 'demanding but achievable standards for

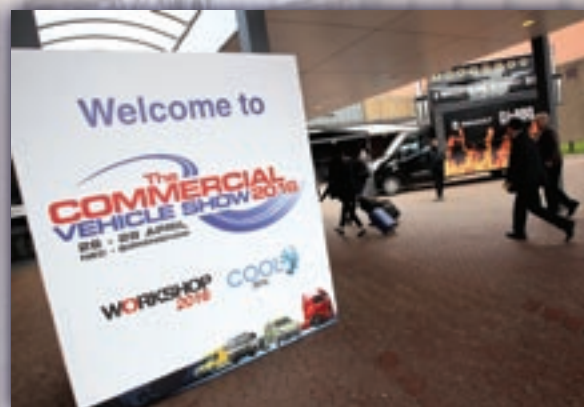
truck operators'. The new accreditation scheme is open to all operators, not just FTA members, and aims to raise standards in the industry and ensure the legal compliance of its participants.

Although the CV Show is aimed at the general transport industry, many of the products and services are relevant and of interest to the removal sector. The show's central location in Birmingham also makes it easy to reach from most parts of the UK and well worth devoting a day to if you have room in your diary.

Next year's show is scheduled to take place on 25-27 April. Perhaps this time the likes of Mercedes-Benz and Scania will decide to grace it with their presence?



● Good Year (above) and Iveco (right) were both notable presences at this year's show.



NEWS: ON THE ROAD



● DVSA's handy Van Smart video guide.

Widespread van overloading is undermining tech advances

Advances in van safety technology could be undermined by dangerous overloading, warns The Society of Motor Manufacturers and Traders (SMMT).

Almost nine in ten (88.5%) of the 2,381 vans weighed last year by the Driver and Vehicle Standards Agency (DVSA) were found to be overloaded, a worse record than the previous year in which 84% of the 3,337 checked were illegal.

Manufacturers are offering increasing levels of safety on the latest vehicles: around a quarter of vans currently on sale in the UK are available with advanced collision warning systems, while three new models launched at the 2016 Commercial Vehicle Show at

Birmingham's NEC featured autonomous emergency braking for the first time. But for all the benefits advanced safety tech brings, an overloaded or poorly loaded van can still pose a risk to its driver and other road users, adding vital metres to braking distances and affecting handling.

Mike Hawes, SMMT Chief Executive, said, "Vans have never played a more important role in the British economy, with a record four million vans now on our roads, so it is a concern that this in-use safety record remains so poor.

Manufacturers are investing significant amounts in new safety technology, but this can only do part of the job. We continue to urge operators and owners to comply with the law to keep themselves and others safe, avoid the risk of fines and keep the threat of further legislation at bay."

While anyone operating a heavy goods vehicle (HGV) is subject to strict rules under the Operator Licensing regime, this does not apply to vehicles under 3.5 tonnes – in other words, the vast majority of vans. No move has yet been made to extend Operator Licensing to vans, and to ensure this and a potential £2.6 billion in extra costs for operators continues to be avoided, industry is keen to see this safety record improve.

SMMT works closely with the DVSA, as well as other industry bodies, to help the van sector stay clear of burdensome regulation. Operators and owners looking to ensure their van complies with weight regulations can refer to DVSA's handy Van Smart video guide available at: <http://bit.ly/1YF4A33>.

Gordon Macdonald, DVSA Compliance Service Manager, said, "Overloading continues to be a real issue on our roads, and drivers and businesses need to carefully consider their legal responsibility towards vehicle weight compliance, so we fully support the SMMT's latest important van safety message."

For simple, step-by-step guidance on how best to maintain their vans, operators can visit www.smmmt.co.uk/vansafety.

UK government reports on diesel testing

Vehicles tested in the UK programme showed no evidence of car manufacturers, apart from the VW Group, fitting devices to defeat the approved emissions test programme according to the UK government's research into emission levels from leading diesel car models.

The tests have not detected evidence of test cycle manipulation strategies as used by the Volkswagen (VW) Group. Tests have provided further evidence that nitrogen oxide (NO₂) emissions are higher in real world conditions and on the test track than they are in laboratory conditions. This was the case for all manufacturers' vehicles, with results varying significantly between different makes and models.

Tests have been carried out on a total of 56 different vehicle types in Germany and 37 different vehicle types in the UK, over a period of six months. The Vehicle Certification Agency on behalf of the Department for Transport tested a representative selection of the UK's top selling diesel vehicles. The findings provide a snapshot of exhaust emissions from those diesel models when tested in the laboratory, on a test track and during typical road use.

Existing lab tests designed to ensure emission limits are met have been shown to be inadequate and this is why the UK has secured a tough new Europe-wide 'real driving emissions' test. From next year, vehicles will have to meet emissions limits in real driving conditions across a wide range of typical operating temperatures. This will improve consumer confidence in manufacturers. The UK will be working to ensure that the new rules for real driving emissions and type approval are robust, deliver the expected outcomes and that manufacturers behave consistently.

Road signs to be removed in the UK

New rules from the UK government mean unnecessary and out-of-date road signs can be removed from roads.

The new powers to tear down pointless road signs that distract drivers were awarded to councils last month. Signs will also carry 'remove by' dates on the back so they are not left in place needlessly, sometimes for years.

The Department for Transport has appointed Sir Alan Duncan MP to lead a task force that is looking at removing pointless signs – and this crackdown will pave the way for wider changes. Too many signs look ugly and stop

drivers seeing essential messages. Cutting the number and size of signs will help reduce unnecessary eyesores for all road users and local residents.

Fewer signs also need to be lit than before, which will save energy costs and light pollution. Safety signs must still be lit, for example stop signs or signs for low bridges.

New roundabout and layout signs will be taken down within three months.



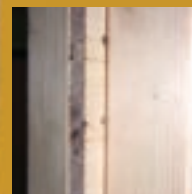
"Years of experience in African relocations are not enough to maintain the gold-standard reputation jealously protected by the stakeholders of Worldwide Movers Africa. Innovation is pivotal to thinking and planning for the future of mobility to intra and extra African destinations. Not just for us, but for all who rely on us as a vital part of their moves to and from Africa."

Eric Beuthin
President & CEO of Worldwide Movers Africa



In over 14 countries across Africa.
worldwidemoversafrica.com

High-Quality Solid Wood Storage Containers



- Light weight solid wood construction.
- 8mm tongue and groove scandinavian redwood.
- Standard 2184 x 1574 x 2424, 250ft³ capacity.
- Any custom size made to order.
- No side bulging.
- Easily repaired if damaged.
- Prices comparable to plywood containers.
- Manufactured in the UK.
- Export orders welcome, delivery arranged.

Call: 0800 6980093

Visit: www.directcontainers.co.uk

Direct Containers UK Ltd, Direct House, Hortonwood 7, TF1 7GP.

???



Lost for words?

Don't waste time trying to come up with words for your new website or brochure.

Words are our business, so call **The Mover** and get the professionals working for you.



We've got the words to get things moving

Call +44 (0) 1908 695500 design@themover.co.uk

TheMover

LEGAL: MOTOR INSURANCE



● An insurance broker's job is to know his customers' needs and to provide them with appropriate cover.

Motor insurance ... would your insurers pay out?

We all need motor insurance, but how can you be sure your insurers will pay out if disaster strikes and that the policy you have is suitable for your business? Dan Reynolds, Account Executive at specialist insurance broker Reason Global explained how they make sure their customers have the right level of cover in place.

As with all insurance it's important to ask the right questions and to make sure the customer answers them fully and honestly, there's no such thing as a 'one size fits all' insurance policy," said Dan. "With motor insurance we need to know who will be driving; the drivers' ages, their driving record, which vehicles they'll be using and what countries they'll be operating in. If a driver had a conviction for, let's say, drink driving two years ago, it needs to be disclosed. It's also vitally important that employers inform us of any accidents or convictions that take place during the term of the policy and not wait until the renewal is due. It's all part of building a 'risk profile' so the insurers can assess the likelihood of a claim and calculate a fair premium."

All insurance brokers are regulated by the Financial Conduct Authority (FCA) and there are strict rules in place to make sure customers are treated fairly. One of the requirements of a broker is to adhere to a Statement of Demands and Needs, an extract from the FCA guidelines is shown below:

Prior to the conclusion of a contract, a

firm must specify, in particular on the basis of information provided by the customer, the demands and the needs of that customer as well as the underlying reasons for any advice given to the customer on that policy.

"Insurance companies will always pay out if a claim is valid, but if relevant material information is inaccurate or incomplete they have every right to reject it."

Dan Reynolds

This means the broker needs to know his customers and the insurance contract must be suitable for their needs. Asking probing questions based on experience is a vital part of the broker's role.

"Simple things like making sure the company's full legal name is correct is very important," said Dan. "A company

may be trading as say, ABC Removals, but is actually owned by XYZ Removals Ltd. If that wasn't the name on the policy there could be a problem if a claim was made. Also we need to know if any of the directors have criminal convictions or have run companies that have gone into liquidation. If any 'material information' is not disclosed it could cause difficulties later."

As a specialist broker with many years' experience Reason Global has gained a wealth of knowledge of the removals business and works very closely with its customers to help make sure material information that could influence a claim is fully disclosed and kept up to date.

"We've been in this business for a long time and we know how things can go wrong if customers are not guided properly regarding insurance contracts," said Dan. "Insurance companies will always pay out if a claim is valid, but if relevant material information is inaccurate or incomplete they have every right to reject it."

Reason Global is the only Lloyd's of London UK broker solely dedicated to the moving and self storage industries.

● www.reason-global.com

HELP KEEP CHILDREN SAFE LEARN THE UNDERWEAR RULE



AND YOU'VE GOT
IT COVERED!



P RIVATES
ARE PRIVATE

A LWAYS REMEMBER YOUR
BODY BELONGS TO YOU

N O MEANS NO

T ALK ABOUT SECRETS
THAT UPSET YOU

S PEAK UP, SOMEONE
CAN HELP



NEWS: ON THE ROAD



● M5 fuel price sign.

New fuel price signage on M5

Drivers using a section of the M5 between Bristol and Exeter now benefit from new signs showing the price of fuel along the motorway to allow them to make an informed decision about where to fill up.

The signs show the real time price of fuel along the southbound carriageway of the motorway between Bristol and Exeter. Five motorway service stations along the route are involved in the trial which, depending on the results, could ultimately be rolled out across other parts of the motorway network.

Roads Minister Andrew Jones said: "The government is on the side of the motorist. We know the public has been concerned about the price of petrol at service stations which is why we have acted to create a fairer

"This trial will allow drivers to be much better informed about the cost of fuel ..."

Andrew Jones

deal. This trial will allow drivers to be much better informed about the cost of fuel and make it easier to plan their breaks around the cheapest deals."

Free tyre pressure checks for truckers arriving at Rotterdam Port

Truckers arriving in the APM Terminal in Rotterdam can now choose to have their tyre pressures checked without having to stop or get out of their vehicles. Truck drivers can choose one of three lanes, one of which is equipped with special sensors set in the road that measure the 'foot print' of the tyres and detect any that are below 7.5 bar. If all are okay a display shows a green smiley, if not a red upside-down smiley appears alerting the driver to a problem.

The scanner, known as PNEUSCAN from VENTECH

Systems, was introduced to improve safety on the roads generally and in particular around the port where on average, two trucks a day are delayed by flat tyres.

Andreas Pietsch, technical head of VENTECH Systems said, "We are happy that such an important platform as the Rotterdam harbour uses our tyre inspection system. We especially support the customer APM Terminal, because the system works on a voluntary basis and contributes to the motivation of the professional drivers."

FTA launches new transport manager qualifications

The Freight Transport Association (FTA) has launched new qualifications for fleet managers with the aim of professionalising the industry and creating a clear career path for the role.



● FTA training session.

The Commercial Vehicle Fleet Management Qualifications (FMQs) are the first national vocational qualifications in the sector created in partnership with industry to equip current and future commercial vehicle fleet managers with essential skills in people management, vehicle procurement and fleet maintenance.

FTA has also worked in conjunction with City and Guilds to establish a new Transport Manager CPC qualification.

Speaking at the launch at FTA's new Tunbridge Wells training facility, FTA Head of Training Keith Gray said, "We are delighted to be able to offer qualifications that

provide a structured career path for logistics professionals. In terms of professional development, the CPC has often been the destination for transport managers. Now, with the introduction of FMQ, there is a development pathway along which CPC is an important milestone. Our aim is to create a portfolio of qualifications that give those working in the industry nationally recognised, transferrable skills."

The qualifications have been developed with City & Guilds and are registered with the Office for Qualifications and Examinations Regulation (Ofqual). They are available to all training providers meeting FTA/City & Guilds approval criteria.

Latest approved ATFs

Name	Location	Telephone
Nefyn Coaches Ltd	Nefyn	01758 720904
FW Abbott	Kettering	01536 517704
Renault Trucks	Tipton	01215 505300
Alltruck PLC	Loughborough	01509 276700



● Find your nearest ATF at:
www.gov.uk/find-atf-dvsa-test-station



Weekly services to Scandinavia

- Part loads and dedicated loads
- Export and import shipments
- Online trade rates
- Depot 3 miles from Dartford crossing
- Customs clearance in Norway



NORWAY



FINLAND



SWEDEN



DENMARK



Membership No.S092



Call our trade section on:
01322 386969

E: trade@simpsons-uk.com



www.simpsons-uk.com

PROJECT: GERRY LANE



Steve Jordan talks to Gerry Lane about his Irish project.

Gerry and Virginia Lane are no strangers to diversification. Although they are known the world over for their work with Asian Tigers Mobility – Philippines and Indonesia, that's just a small part of their story. Even so, when Gerry sat at a lone table in a hotel in Ireland, one cold day in February 2013, he never imagined how his world was about to change. But change it did.

The hotel was called Tinakilly Country House, in County Wicklow, in an area known as The Garden of Ireland, just south of Dublin. With such a billing, in a country that is stunningly beautiful almost everywhere you look, the place is going to be pretty special. It was a regular haunt for Gerry and Virginia as Gerry's sister lives close by and they have used the hotel regularly over the last 25 years while visiting the family.

This day started just as any other except that there was nobody else in the restaurant. The staff looked dejected. The recession had hit Ireland very hard in 2008. The hotel had started to lose money. By February 2013, with the economy still in the doldrums, it had gone into receivership and the bank was keen to find a buyer. The staff were demoralised, assuming they were about to lose their jobs. The place was a shadow of its former glory.

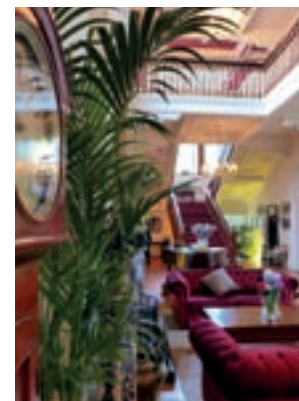
And glorious it had been. The mansion was built in 1883 by Captain Robert Charles Halpin, born in Wicklow himself and the captain of Brunel's *Great Eastern*. It was under his command that the ship had been responsible for successfully laying trans-Atlantic communications cables across the Atlantic between



PROJECT: GERRY LANE



● Clockwise from left:
Tinakilly garden in spring;
bedroom; foyer and dining
room.



Ireland and Canada. It was a difficult job and there had been many failures but Halpin was rewarded handsomely by the government for his success. So handsomely in fact that he was able to build Tinakilly as his family home. He lived there until his death on 20 January, 1894.

"I wasn't looking for an investment or a new project," said Gerry, "but when I heard that this beautiful Victorian mansion was up for sale, and that I had the means to buy it, my imagination was sparked." He investigated and negotiated and, later that year, he and his business partner Denis Connelly, who had extensive experience in the hotel business, bought Tinakilly. Denis now runs the hotel day-to-day.

"It was a gamble," Gerry admitted, "but I had some faith in the Irish economy and figured it was worth the risk. It proved to be one of the best investments I have ever made. The Irish economy is booming again now with 7.8% growth last year, five times the EU average."

Tinakilly stands in fifteen acres of elevated land just two miles from the town of Wicklow. Its name comes from the Gaelic meaning House of the Woods which is fortuitous as the site was previously owned by a botanist who planted the whole estate with an arboretum that included Californian Redwood, Australian Eucalyptus, Japanese Maple and other exotica. The outlook from the hotel still benefits from his skill and perception.

Gerry and Denis have now restored the hotel into a thriving business once again; a feast for the senses and a glorious retreat for the travel weary or just for those wanting to spend time somewhere extraordinary. Gerry's sister, a keen

gardener, has transformed the grounds, planting 250,000 flowers and regenerating its former splendour.

It wasn't the first diversification for Gerry and Virginia. They already have a large record storage business and Gerry admits that his real financial success has come from his investments in property worldwide. But this project, in view of the circumstances, and the location in Gerry's homeland, is perhaps the most satisfying.

"I wasn't looking for an investment or a new project, but when I heard that this beautiful Victorian mansion was up for sale, and that I had the means to buy it, my imagination was sparked."

Gerry Lane

Has Gerry learned any lessons? Would he have done anything different, with hindsight? "Yes," he said, "I'd have bought more hotels in Ireland while the market was depressed. All the bargains have gone now."

So what's the next project? Gerry is not making any guarantees but Virginia has got her eye on Glin Castle, another struggling hotel in the far west of Ireland, miles from anywhere. Exquisite of course, but a business proposition? Wouldn't it be nice!

● To find out more about Tinakilly Country House or make a booking, visit www.tinakilly.ie.

NEWS: PRODUCTS/PEOPLE

RAVAS-SafeLoad alerts forklift drivers to unsafe lifting

Dutch weighing system manufacturer RAVAS has launched an aftermarket product for fork lift trucks that provides both weight and stability information in a single combined display.

The RAVAS-SafeLoad acts as an active load diagram by calculating the weight, load centre point and mast tilt, to decide whether a load can be lifted safely in its current situation. When the lifting is unsafe, the RAVAS-SafeLoad cabin display alerts the driver with both audio and visual signals.

An LED bar below the weight display goes from green (safe lifting), via yellow, to red (unsafe lifting and risk of tipping over).

The LED bar stability indication is enhanced by the colour of the weight display (green backlight in safe situations, red backlight in unsafe situations), and by a fork in the weight display that is divided in three segments, one of them blinking to indicate the load centre point (LCP) on the forks.

The RAVAS-SafeLoad also has a built-in data logging function which automatically records every single lifting event over time. The data can be downloaded via Bluetooth connection and provides information on the safety and efficiency of the truck's use for fleet management purposes.



● RAVAS-SafeLoad.



● Imke Kleine.

Imke Kleine joins E.T.S.A. in Germany

In her new role Imke will establish and expand the company's national and international customer and partner network. As a trained forwarding agent, Imke has wide knowledge of the industry and international experience. Her work will include the cultivation of existing contacts at national and international trade fairs, e.g. AMÖ, LACMA and IAM, and the establishment of new partnerships, thereby expanding and strengthening E.T.S.A.'s international network.

"These days, an effective network of partners is essential for the business of an international shipping company like us," said Martin Sommer, General Manager of E.T.S.A. in Bremen. "This way we can satisfy the ever-growing demands and requirements of the customer even better."



Not just in London, but...

Contact:
imports@whiteandcompany.co.uk
www.whiteandcompany.co.uk

Bedford • Bournemouth
Dunfermline • Farnborough
Forres • Jersey & Guernsey
Knaresborough • Lancaster
Leeds • Plymouth
Portsmouth • Southampton
Southsea • Telford
Winchester

We cover the UK in our OWN vehicles



The White & Co Mystery Mover

Well! Fancy nobody recognising the captivating smile of Frank Grace last month. The photo was taken when he was with Amertrans and attending a HHGFAA conference. He hasn't changed a bit, just take a look at this month's front cover. This month I have chosen another image taken at about the same time. Who is the chap in the blue and white shirt? Please send your suggestions to editor@themover.co.uk. An extra round of applause to anyone who knows the gentleman on the left. The first correct answer out of the hat will win the much admired White and Company Red and Black watch.

Metropolitan Transports appoints Fabricio Bertoldo as deputy CEO

Metropolitan Transports in Brazil has announced the appointment of Fabricio Bertoldo as the company's deputy CEO. He has been in the moving industry for over 20 years and will now be the head of the company's international and relocation sales division.

"Fabricio's energy and drive makes him the perfect fit to lead and further enhance Metropolitan's sales strategy," said Metropolitan's CEO Pedro Mello. "As Metropolitan continues to gain market share we find ourselves with many challenges and changes that will enable us to provide the services and solutions that our clients' need."

Fabricio commented: "Metropolitan has a rich history and tremendous record as a domestic and international



● Fabricio Bertoldo.

leader in Brazil. I look forward to contributing my sales experience to grow this strategic business line."

Metropolitan Transports celebrates 47 years in business this year and operates under the strap line: The best today – even better tomorrow.



● Leigh Pomlett.

FTA appoints new president

After completing a three-year term as president of the Freight Transport Association, Ian Veitch handed over to Leigh Pomlett, Executive Director of the CEVA Group, at FTA's National Council meeting in London on 21 April.

Leigh Pomlett graduated in business studies from Liverpool John Moores University in 1980 and joined the then government-owned National Freight Consortium as a management trainee. He has worked in the road transport and logistics industry ever since, mainly in international operations.

During his extensive career in logistics, Leigh has held various senior positions with BRS, Exel and DHL Supply Chain. He joined CEVA Group in September 2009 and took on his current role of executive director in January 2015, and works on a number of projects and initiatives around the world, including the mentoring of a number of managers within CEVA.

Leigh Pomlett said, "I am both delighted and honoured to take over the presidency from Ian. I am really looking forward to getting started. This is an exciting and demanding time for our industry and for the FTA and its members."

FTA Chief Executive, David Wells, commented, "Ian has made a significant contribution to FTA for which I am deeply indebted to him. My best wishes go to Leigh Pomlett, who I know has all the necessary skills to ensure FTA continues its excellent work on behalf of its members."

Leigh is married with three children and lives in the Midlands. Outside his CEVA career he is a qualified pilot and a Director of Walsall Football Club. He also has a successful restaurant business in Lichfield, Staffordshire.

Simon Johns becomes MD of The Red Group

Caroline Seear, CEO of recruitment organisation The Red Group, has announced the appointment of Simon Johns as managing director. Simon joined Red Recruit as the sales director in 2015.

Red was founded by Caroline Seear in 2002 and has since expanded rapidly. Caroline said that she is now ready to hand over the reins to someone with drive, personality and passion. "Simon is driven and highly motivated with exceptional flair for management," she said. "I will be focussing on growing our other divisions into stand-alone companies and steering strategy. We have three main areas of growth planned for this year, Red Security, Red FM and Red Recruit Global, as these areas have been popular with an array of clients from all over the world. Here at Red we are looking into methods that will help us expand and develop them into



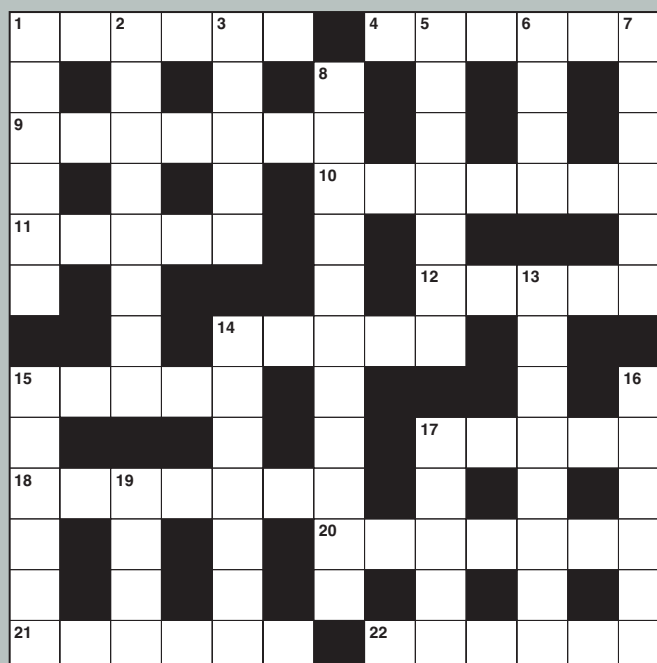
● Simon Johns.

individual companies."

"These are very exciting times, both personally and for the Red Group," said Simon. "I'm delighted to be part of this and to help the group grow into a leading global recruiter."

● Visit www.redrecruit.com.

Puzzles



ACROSS

- 1 Rarely encountered (6)
- 4 Absence of passion (6)
- 9 Sign of the zodiac (7)
- 10 Deteriorate (7)
- 11 School tests (5)
- 12 Long poems (5)
- 14 Small restaurants (5)
- 15 Female relation (5)
- 17 Strike (5)

18 Brook (7)

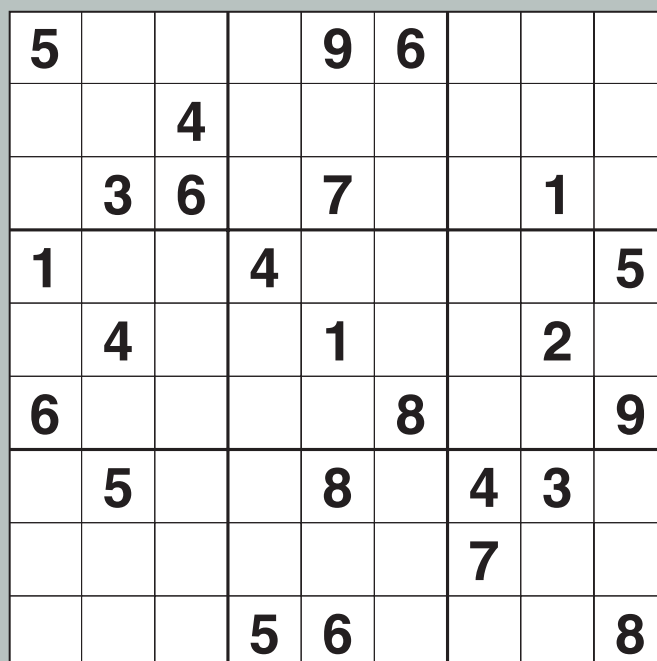
- 20 Enunciate (7)
- 21 Most recent (6)
- 22 Leaping antelope (6)

DOWN

- 1 Female sibling (6)
- 2 Extremely lovable (8)
- 3 Space (anag) (5)
- 5 Hits with the fist (7)

6 Cab (4)

- 7 Songlike cries (6)
- 8 American actress (5,6)
- 13 Distinguishing mark (8)
- 14 Basements (7)
- 15 Standard; usual (6)
- 16 ____ Williams: tennis star (6)
- 17 Violent weather (5)
- 19 Immense (4)



MARKETPLACE

MarketPlace

Marketplace ads are booked per unit or multiples thereof, and run for a minimum of 12 months. 1 unit measures 30mm (height) x 60mm (1 column).



**Britannia
Leatherbarrows**

**TRADE SERVICE TO
SPAIN & PORTUGAL**

- Weekly service • UK based vehicles & crew
- UK collection/delivery • Competitive rates

Call Richard on **01202 495600**
richardf@leatherbarrows.co.uk
www.leatherbarrows.co.uk

Guaranteed
weekly service to
SWITZERLAND
every week

- Continuous receiving of full & part loads at all depots
- Delivery within four to nine Working days
- Customs clearance service included



Memb No: G013

Contact Tom on **01273 391777**
email: swiss@gbliners.com

TheMover Advertising

Booking advertisements

E-mail adverts@themover.co.uk or contact Nikki Gee on +44 (0)1908 695500 for more information or to make a booking. All prices are subject to VAT at the current rate.

Overseas subscriptions

The Mover is distributed free of charge to UK movers. Annual subscriptions are available in Europe and the rest of the world at a cost of £100 per year. E-mail adverts@themover.co.uk or contact Nikki Gee on +44 (0)1908 695500 to subscribe.

Copy dates

Booking of adverts: 1st of the month preceding publication.
Artwork for adverts: 8th of the month preceding publication.

Enquiries

All enquiries to: Nikki Gee, The Words Workshop,
26 Swanwick Lane, Broughton, Milton Keynes MK10 9LD.
Tel: +44 (0)1908 695500; E-mail: adverts@themover.co.uk

PLEASE NOTE:

Advertising rates cover the cost of advert insertion only. Advertisers should provide their own advertising artwork. The Mover can generate new or amend existing artwork for an additional charge. All advertising must be paid for in advance by credit card.

For details of advertising opportunities
call Nikki Gee on +44 (0)1908 695500
or e-mail nikki@themover.co.uk.

**ESTIMATOR
TRAINING**
Delivered by Frank Rose

**OPERATIVE
TRAINING**

**DRIVER CPC
TRAINING**

Please note this is not theory training. This is active training with real furniture, real Grand pianos, etc. and is delivered by our own BARTS trained instructors.

By **KIDDS** 
SERVICES
**01964
537000**
www.kidds.co.uk/training

AUSTRIA
(AND ALL COUNTRIES EN ROUTE)
BEST TRADE RATES GUARANTEED
Free collection within and around London
Export pack and wrap and secure storage available

 **0207 205 25 25**
trade@topremovals.co.uk
www.topremovals.co.uk

WE KNOW LONDON
LONDON COLLECTIONS AND DELIVERIES
«LAST MILE» MOVES
SECURE STORAGE ON A13 A406

Abrahams (since 1865)

- 250 cu ft warehouse (archive) containers
- 192 cu ft liftvans
- Cases and crates: made-to-measure
- Art cases: commercial and museum

1 Crown Close, Bow, LONDON E3 2JH
Tel: 020 8980 1937. Fax: 020 8980 3762
Email: info@abrahamscases.co.uk
www.abrahamscases.co.uk

STEPHEN MORRIS
PACKING MOVING SHIPPING
WORLDWIDE RELOCATION • FINE ART & ANTIQUES SHIPPING

ISRAEL

The largest consolidators of HHPE from the UK to Israel.
Weekly with full destination services

020 8832 2222

Stephen Morris Shipping Plc, Unit 9, Ockham Drive,
Greenford Park, Greenford UB6 0FD
stephen@shipsms.co.uk | www.shipsms.co.uk

Casey's London Furniture Platform Hoists

- Up to 24m.
- 400kg capacity.
- Makes removals easy.
- Ideal where no internal access is available.
- Trained operatives.
- Fully insured.

Call: 020 8780 2799
www.caseyshoistcompany.co.uk
sales@caseyshoistcompany.co.uk

Ireland Ireland Ireland Ireland Ireland

CARELINE
International Moving & Storage



Weekly Service to Ireland

Email: Trade@careline.ie
Tel: 00 353 1 2572350
Web: www.careline.ie

Ireland Ireland Ireland Ireland Ireland

**BELGIUM • LUXEMBOURG
GERMANY
NETHERLANDS • DENMARK
TRADE FULL AND PART LOADS**



T: +44 (0) 1634 666688 (KENT)
T: +44 (0) 208 851 2215 (LONDON)
E: enquiries@fontanamoving.com
W: www.fontanamoving.com

FONTANA
moving

**SWITZERLAND
FRANCE
GERMANY
GIBRALTAR**

FOR BEST RATES ON OUR REGULAR SERVICES
CONTACT OUR EUROPEAN TEAM

0208 391 8234

europaean@bishopsmove.com

www.bishopsmove.com

STEPHEN MORRIS
PACKING MOVING SHIPPING

WORLDWIDE RELOCATION • FINE ART & ANTIQUES SHIPPING

MALTA & GOZO

Regular groupage
every week

Full destination services

020 8832 2222

Stephen Morris Shipping Plc, Unit 9, Ockham Drive,
Greenford Park, Greenford UB6 0FD

stephen@shipsms.co.uk | www.shipsms.co.uk

MONDIAL MOVERS

Henneken International Movers



Weekly back loads to Holland

The UK Movers Since 1870

Worldwide removals • Domestic removals • Office removals • Storage



E-mail: ldejong@henneken.nl
Internet: www.henneken.nl

Goudstraat 51
2718 RD Zoetermeer, The Netherlands
Telefoon: +31 (0)79-361 13 68

**PORTUGAL
MAINLAND & ISLANDS**



ALL EUROPE
Weekly Service
to/from
Portugal

Ask us now!!!

Tel: +351 21 923 6550
Email: info@global.pt
www.global.pt

BURKE BROS

EXPORT PACKING CASE AND CRATE SUPPLIERS

ISPM 15 Heat Treated

We supply crates for motorcycles, pianos, paintings, fine art,
antiques and grandfather clocks

Lift Vans and Tea Chests



Please contact Chris or Melissa on 01902 714555
E: shipping@burkebros.co.uk



Burke Bros Moving Group, Fox's Lane, Wolverhampton, WV1 1PA



**A quality weekly
service to Scandinavia**

T: 01895 201595
E: expectmove@agsmovers.com

ALLEN REMOVALS

- Weekly back loads
U.K. to Ireland
- Storage & Re-delivery
- Porter & Hoist Hire in
Greater Dublin area

e: info@allenremovals.ie w: www.allenremovals.ie

TEL: 353 1 4513585



MARKETPLACE

TRADE ROUTES TO ITALY

WITH **AUSTRIA** EN ROUTE

- Regular runs to all areas • Full or part loads
- Receiving depot just off Jct 4 M20 ... or we collect
- All deliveries and collections carried out by our own crews

Phone Paul for advice and genuine delivery/collection times
paul@bearsbys.com

01622 870540 'WHEN SERVICE MATTERS'



G&R REMOVALS THE PIANO SPECIALISTS
A family run business, Est. in 1968.

LOCAL MOVING • WORLDWIDE SHIPPING
 WEEKLY EUROPEAN SERVICE

Recommended by the world's finest piano manufacturers,
 auctioneers, music colleges & academics.

100 BOLLO LANE, CHISWICK, LONDON W4 5LX
 Tel: +44 (0) 20 8994 9733 Fax: +44 (0) 20 8995 0855
 Email: info@gandremovals.co.uk www.gandremovals.co.uk

Trade rates to all European and international destinations

FULL LOADS • GROUPAGE • LCL • AIRFREIGHT

Get instant groupage rates online from www.foxtraderates.com
 Receiving Midlands, Bristol, South Wales, Southampton, London

Contact Mike, Chris or Stephen on

0800 1583374 or +44 1633 488100

Email: trade@fox-moving.com Web: www.fox-moving.com

Wherever you are going, we are going too.



POLISHMOVERS EUROPE

TRADE RATES TO/FROM POLAND AND ALL OTHER EU COUNTRIES
 moving - packing/unpacking

☎ 020 8903 9227
 ✉ trade@polishmovers.co.uk

ALGARVE REMOVALS

Relax, your move is in safe hands.

- **Removals:** weekly one box to full or part load service to and from UK, Portugal & Spain with optional full or part packing service
- **Storage:** warehouses in both the UK & the Algarve
- **Shop online:** at main high street stores and have items delivered the following week

Call us now for a FREE quote

UK Tel: 0044 (0)1621 850070
Mob: 0044 (0)7711 179842

Algarve Tel: 00351 289 513851
Mob: 00351 968019226

Email: sales@algarveremovals.com www.algarveremovals.com

MOVERS international

France - Spain - Portugal - Italy
 Weekly Service for the Trade. Call now for best rates
 Depots in Preston, Alicante, Malaga
PRESTON 01772 651570
 Email: info@moversint.co.uk Web: www.moversint.co.uk

Britannia Leatherbarrows

JERSEY GUERNSEY ALDERNEY

UK collection, competitive groupage and direct service

01534 630360
sales@leatherbarrows.co.uk
www.britannia.je

IRELAND EVERY WEEK

McGIMPSEY REMOVALS

WORLDWIDE REMOVAL & STORAGE
 for great rates and service contact:
028 9145 6222
removals@mcgimpseys.com
www.mcgimpseys.com

ELEVATOR HIRE

London & Home Counties

Britannia SANDERSTEADS

Why send an extra porter when you can use our operator!

bookings@sandersteads.com
01883 74 1000

EXCESS

CARGO?

- Freight forwarding
- Daily part loads
- All of the EU covered
- Multilingual staff
- 3 depots for storage
- Operating 24/7
- Depot to depot transport

Full Luton van, up to 1200kg or 22m³, from €0.65 euro cents/km. NO VAT (Reverse charged)

Folkestone – UK
 Office: 0800 368 8037
 Mobile: +44 75311 75597

Brussels – BE
 Office: +32 (800) 26634
 Mobile: +352 691 141645

Luxembourg – HQ
 Office: +352 (27) 860108
 Mobile: +352 691 141645

DBSC Déménagements International S.a.r.l., Rue De Capellen 28, 8279 Luxembourg

REMOVALS BUSINESS FOR SALE: SUSSEX

Covers 5 counties – normal business coverage Bournemouth to Eastbourne up to Reading and Stevenage.

All aspects of Domestic and Commercial Removals.

- Includes 10 x 17 ton 6-door trucks, 4 x 7.5 ton, a sprinter and maybe cars too.
- Some LEZ compliant.
- Lots of other removals related items too.
- Business will be sold to highest tender.
 - Ideal as a bolt-on to an existing company with scope to open up new branches.

For more details contact Matthew on 07523 555655 in confidence.

Eight road trains
collecting/delivering
trade groupage
throughout Europe.

MATTHEW JAMES
GLOBAL RELOCATIONS

trade@mjr.global

BLUE APPLE
specialist support for the moving industry

TRANSPORT CONSULTANCY

- External transport manager service
 - FORS applications and advice
 - DVSA compliance audits
- Traffic Commissioner Public Inquiry assistance
 - Driver CPC training

“Over 30 years in moving – we understand your business.”

www.blueappleconsultant.com
0800 612 5054

FOR SALE



IVECO 75E16, 2008,

Very low mileage, 79,000KM.

4.0L manual, drop well,

MOT expires January 2017.

Very good condition throughout.

Service history, up to date

6 week inspection. £16,995 + VAT.

Tel: 07792 737516

e-mail: kew660@gmail.com.

SPAIN PORTUGAL FRANCE

WEEKLY
SERVICE



Regular service to Europe
Need Labour? We can supply
 Storage facilities on the Algarve, Malaga & Alicante
 For the best groupage rates please contact us

ROY TREVOR

THE PROFESSIONAL MOVERS

steve@roy-trevor.com tel: 01925 630 441

DELIVERING AND COLLECTING TO ALL EUROPEAN COUNTRIES

Full destination and origin services
available for all container work



01379 855203

www.hamiltonsremovals.co.uk
info@hamiltonsremovals.co.uk

HAMILTONS

NATIONAL & INTERNATIONAL REMOVALS

DIARY DATES

FOR SALE



Ford Transit 2011/12
 Top Spec 155 with
 Rosebury 14/7ft
 Furniture Spec Luton.
 65,000 miles.
 Factory Moondust Silver,
 Traction ESP,
 Heated Screen,
 EW CL.
 Choice of 3 with/without tail lifts.
 £8795 + VAT ONO.
 Call 0161 864 4466

DiaryDates

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

IMHX 2016

13 – 16 September, 2016, NEC Birmingham, UK

FEDESSA European Conference & Trade Show 2016

5 – 6 October, 2016, Barcelona, Spain

PAIMA 2016 32nd Annual Convention of Pan American International Movers Association

18 – 20 October, 2016, New Orleans, USA

IAM 54th Annual Meeting

21 – 24 October, 2016, New Orleans, USA

The Movers & Storers Show 2016

1 – 2 November, 2016
 Hangar '42, Bruntingthorpe Aerodrome, UK

FEDEMAC Summit and General Assembly

9 – 13 November, 2016, Luxembourg

CONGRES 2016, Chambre Syndicale du Dénégement

18 – 19 November, 2016, Saint Malo, France

Did you know?

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

Puzzle solutions

S	C	A	R	C	E		A	P	A	T	H	Y
I		D		A		J		U		A		O
S	C	O	R	P	I	O		N		X		D
T		R	E				D	E	C	L	I	N
E	X	A	M	S			I	H				L
R		B				E		E	P	I	C	S
		L		C	A	F	E	S		N		
N	I	E	C	E		O				S		S
O				L		S		S	M	I	T	E
R	I	V	U	L	E	T		T		G		R
M		A				E	N	O	U	N	C	E
A		S		R		R		R		I		N
L	A	T	E	S	T		I	M	P	A	L	A

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

It cost \$7 million to build the *Titanic* and \$200 million to make a film about it.

Uranus is the only planet that rotates on its side.

Charlie Chaplin once won third prize in a Charlie Chaplin lookalike contest.

It is illegal for a taxi in the City of London to carry rabid dogs or corpses.

Althaiophobia is the fear of marshmallows.



FreeLineageAds

Lineage ads up to 20 words for sales and wants are free in *The Mover*.
E-mail your advertisement to nikki@themover.co.uk.

Earn valuable additional income by helping your customers save money on household bills (they'll love you!).
www.sharingwealth.co.uk.
Call 01403 330097, 07791 310363.

LOOKING TO SELL YOUR REMOVALS AND STORAGE BUSINESS?
PLEASE CALL 07831 255986 IN FULL CONFIDENCE FOR A QUICK DECISION.

CITY & WEST END RELOCATIONS LTD
company name for sale, sensible offers invited.
Call Kevin or Alan: 0208 443 3122

BO55 MOV NUMBER PLATE
for sale, £11,500 + VAT ono,
Call Brad 07990 576936

WANTED - LOADING RAMPS
Good Quality 2 Piece Ramp Set + Table Required for Container Truck.
w.h.y Cash Buyer: Aldershot Hants
david@easy2move.com
Tel: 07768 762099

EXPERIENCED HGV DRIVERS NEEDED
for BAR registered removals company in Hemel Hempstead area.
Call: 01442 256229;
Email: info@in-excessremovals.co.uk

VEHICLE FOR SALE
M Reg, Leyland DAF 12,500kg, 3 container van. Tax and tested, £1,750 + VAT.
Tel 01452 617600

7.5 TONNE DRIVER/REMOVALS PORTER required for family run BAR member in CM16 area.
01279 882822 ext 603 Jayne Arnold

MV03ERU
novelty number plate for sale.
Call Mr Taylor on 01354 695698

LOOKING FOR CLASS 1 OR 2 DRIVER FOR FULL-TIME JOB
Local and long distance work.
Call Scott on 0208 892 8931 or e-mail scott@centralmoves.co.uk

REMOVAL TRUCK NEEDED
sleeper cab (not a pod).
Must be clean/tidy, 7.5t-12t
Tel 07774 937947
Email pkiddy@aol.com

NUMBER PLATE C4SES on retention for sale £6,000 no VAT.
Tel: Michael on 020 8 492 9740

ALLOY LOADING RAMPS AND SIDE TABLE Two RA Alloy loading ramps in two parts £400 + VAT. Aluminium loading side table £100 + VAT.
Tel: 01803 665535

PORTER (EXPERIENCE ESSENTIAL) AND HGV DRIVER REQUIRED
Birmingham area.
Call 0121 400 2000 or
e-mail interremovals@yahoo.co.uk

EXPERIENCED IT TECHNICIAN
Required for Croydon-based removal company. References required.
Contact: 0208 633 1800
lynn@diamondrelocations.com

COMMERCIAL SALES PERSON
Required for Croydon-based removal company to generate new business.
Contact: 0208 633 1800
lynn@diamondrelocations.com

WANTED 3-4 PALLET REMOVAL TRUCK
Sleeper and side doors required, valid MOT, ideally 2003 or newer and LEZ compliant. Cash buyer waiting.
Ring Adam on 01497 831 507 or 07717 323 356

REMOVAL/LIGHT TRANSPORT BUSINESS
Est 20yrs. Retirement sale, netting 45k includes Iveco Hi Cube, asking 30k, Dorset.
Call 07500 337560

HGV DRIVER AND PORTER WANTED
Experience essential. Local and long distance work. Family run firm in Torbay.
Please e-mail:
claire@michaelgarrettremovals.co.uk

EXPERIENCED REMOVALS PORTER/DRIVER
with CPC theory wanted for Sheffield company.
Call 07932 589428

WANTED 250FT³ WAREHOUSE CONTAINERS
Any quantity, good condition, collect anywhere. 01223 833777 or
eh@warehousecontainers.com

COMMERCIAL AND DOMESTIC MOVES SALES PERSON REQUIRED
To generate new business, experience required, Enfield area.
CVs to brad@bradanuk.com
01992 630710

NUMBER PLATES:
M3 VES (MOVES) M3 VER (MOVER)
CALL MIKE ON 07973 848883

EXPERIENCED HGV DRIVERS & PORTERS REQUIRED
For busy Fine Art company in RM8. Excellent rates of pay!
Please call Graham on 07984381502

BUSINESS GETTING YOU DOWN? DEBT PROBLEMS? DON'T CLOSE DOWN. We buy/invest in struggling removal businesses. Turnover £500k+
www.hahnbeck.com 07913 505084

HGV1 REMOVALS DRIVER
Required by BAR Company in BN8 for Scandinavian work.
Top rates of pay.
Tel: 01825 880040

VEHICLE FOR SALE
Volvo FH12, 1,450 cuft, LEZ compliant, left-hand drive, twin sleeper cab, full spec, 1998, 532,000Km.
£12,500 ono,
Call 07796 265801

CHESHIRE REMOVAL AND STORAGE BUSINESS FOR SALE
Due to retirement. Contact David:
davidremovals1@hotmail.com

INDOOR WOODEN STORAGE CONTAINERS WANTED
Any amount, top prices paid.
CALL JOHN 01269 860248

REMOVAL LORRIES FOR SALE
Several available, 7.5 & 18T.
CALL JOHN ON 01269 860248

VOLVO FL6 CAB AND CHASSIS
P Reg 1997. Current M.o.T. with 5 demount ground loading bodies in need of attention, £9,000.
Call 01255 220095/0797 1864585

WOULD YOU LIKE TO MOVETO DORSET?
7-5 ton and Class 2 drivers wanted.
Phone Sandy's Removals
Gillingham 01747 822077

LANSING LINDE REACH TRUCK, 7' FORKS STACKS CONTAINERS 3 HIGH, COMPLETE WITH CHARGER
£3,900 + VAT.
david@daviddale.co.uk
Tel: 077 900 133 07.

EXPERIENCED REMOVALS ESTIMATOR
Required for busy London and Essex removal company (based in Essex RM13 postcode)
Call: 07815 739233

1997 DAF 85360
Vancraft 6 pallet space body, sleeper pod & bunk, ramps & side table. £9,950.
Tel: 01728 668900.

REMOVAL PORTER REQUIRED
for Merseyside-based removal firm, contact Mark Brook on 07976 811 635

REMOVAL DRIVER WANTED
Tooting London, immediate start, £18k to £23k. Ois Removals Ltd.
contact Oisín 020 89449713

X1 MOV NUMBER PLATE FOR SALE
Offers.
Please Call Michael 07732 535912

EXPERIENCED HGV DRIVERS REQUIRED
For busy Removal / Fine Art carrier est. 25 years in Bedfordshire.
Please call Andrew on 07841 230439 andrew@albanmoves.com

CLOSING OF STORAGE UNIT
Containers - 250cb ft, diesel forklift, packing materials, blankets, etc for sale.
Tel: 028-91271734 for details.

FOR SALE:
Heavy duty stair-crawler sack trolley, Ingersoll security padlock, transit blankets. Southwest London.
Tel: Rick 07831 152026

HGV DRIVER WANTED.
Experience essential. Local and long distance work. Family run firm in Romford, Essex.
Tel: 01708 722277

WANTED 3-4 PALLET REMOVAL TRUCK.
Sleeper /Side doors.
LEZ Compliant. Cash buyer.
Ring Tracy 01323 508000

330 CU/FT STORAGE BOXES
For sale £65 + VAT each.
Buyer collect from Cambridge –
james@brycelands.co.uk

HGV DRIVER/PORTER WANTED
Experience preferred. Family run firm on Surrey/Sussex border.
Call Lee on: 01306 711293 or
e-mail: sales@edebros.co.uk

RA ALLOY LOADING RAMPS
in 2 x 2.5m sections, alloy side loading table with adjustable legs included, good condition, photos available £525 + VAT
Call 01773 829456 or 07968 308106

BT ROLTRUC RRB6-15 ELECTRIC REACH FORKLIFT
7' forks stacks 4 high, with charger, £5,500 + VAT.
Leakers Removals 01278 795549
info@leakers.co.uk

Tony Allen: And finally ...



Holidays? Give me a break!

I was never the sort of person who felt the need of a holiday from work, I really enjoyed my job (honest!), and always tried to maintain a phlegmatic view of life. That was, of course, until three days before I was actually due to go on holiday; then things would start to go wrong. All sorts of problems would slowly but inexorably materialise. Vehicles would break down; VAT inspectors would want to visit; customers would become more and more demanding; cheques would bounce; the coffee machine would fail to work and goodness knows what else. As a consequence, sleepless nights would ensue accompanied by early mornings until: 'It's my last day before I go away and boy do I need this holiday!'

And what happens? You promise everyone at home that you will leave the office promptly at 5:00 and at 4:50 pm you decide to have a last look at your e-mails (big mistake!). You scroll through them: that's ok, that's ok, and that's ok. Wait a minute 'what's this one from the landlord - burst pipe - entrance to warehouse closed at the end of next week.' *:1?#**!! Or words to that effect.

You phone your partner and apologise that you won't be home until 6:30. This of course does not go down particularly well, but your supper does - down the waste disposal unit. Inevitably, the problem is solved, and as you arrive home just after 7:00 pm you happen to bump into your next door neighbour who informs you that you look as if you need a holiday. 'Why don't you clear off and mind your own business you old fool!' - This of course is voiced within your thoughts with hopefully no influence upon the friendly smile artificially planted on your pallid face.

'Hi everyone I'm home' is your plaintive cry. The initial response is a very loud silence, but before you know it you are having to decide what clothes need to be packed, when, in fact, you are so shell shocked you really couldn't give a damn - gone with the wind is perhaps a good indication of your current demeanour. There is, of course, no point in going on about what a tough day you've had and there is no point in mentioning your problem concerning a burst pipe as this would only illicit a humorous remark about going to see a doctor. This is not a laughing matter!

Don't get me wrong, holidays are great. It is just the fact that, paradoxically, the mere act of preparing to go away on holiday often creates the need for one. But anyway, come the morning, we're off and once you've wound down from the

initial shock of preparation, which normally takes a few days - during which time you really keep wanting to look at your e-mails or contact the office - you finally sink in to a state of mind in which all of your problems seem very far away. Your need to get involved declines and finally you reach a condition which can only be described as similar to that which existed about three days before you actually came away.

Family holidays are fun of course, they are renewing, and essential for family cohesion. The problem is that if you go away for two weeks, the first week always passes very slowly and the second week rockets by and of course three days before you are due to return, you start thinking about 'the office'. You know that you shouldn't, but that's the nature of things and, before you know where you are, you're back home. But that's fine 'it's nice to be here and I'm feeling good and it was certainly worth the money and the family had a good time'.

Don't get me wrong, holidays are great. It is just the fact that, paradoxically, the mere act of preparing to go away on holiday often creates the need for one.

Then it's back to work and 'boy do I look good with this fresh tan', and what happens? Within barely an hour, all of the benefits of your holiday slowly sink into the background and pretty soon it seems just like a distant memory. Of course there was that problem with the burst water pipe before you went away, which caused you so much anxiety, and which everyone seemed to cope with really very well. Naturally we are always going to come back to some problems, that's the very nature of things. But do you know what? The biggest problem I had to face was the fact that the coffee machine was still not working and, in addition, my next door neighbour doesn't seem to be talking to me!

Have a really good summer.



Commercial Vehicle Bodybuilders and Repairers
Specialist Suppliers of Removal Vehicles
Besthorpe, Norfolk NR17 2LB

Telephone 01953 457000 Fax 01953 454511
www.vancraft.co.uk



New, Euro 6 model, DAF CF, with sleeper cab, luxury cab top double sleeper pod, and five container bodywork.

**Large selection of chassis/cabs available
for new premium quality bodywork**

- ~ Repairs and refurbishment carried out to all types of bodywork, with fast turnaround
- ~ Insurance estimates and valuations
- ~ Mail order parts service available from stock
- ~ Non-slip aluminium ramps made to measure



- Specialist suppliers of new and used vehicles to the removal industry



- Finance plans available



- Coachbuilding and repainting



- Part exchange welcomed

Outstanding quality and service for 35 years

Trade Secrets

Find out what you can achieve on-line with
our trade groupage shipping services,
and make sure you're in the know.

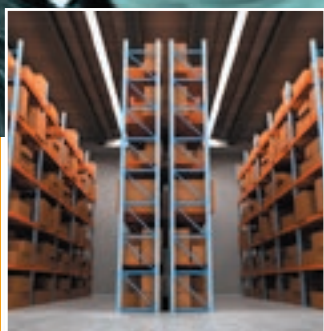


We've been in the business for
35 years and offer frequent
sailings on all routes to major
destinations worldwide.

We'll arrange shipment on the vessel
promised and nominate reliable FIDI
agents at destination. With depots in
London, Manchester and Glasgow we
offer a competitive groupage solution
wherever you are located.

At Anglo Pacific we understand
your business and will ensure
that your goods are handled
professionally from start to
finish.

Visit our website or simply call
our friendly experts and
get the facts.



Our Services

- ◆ Money back guarantee in the event of delayed delivery (terms & conditions apply)
- ◆ Continuous receiving in London, Manchester and Glasgow
- ◆ Worldwide LCL, FCL and airfreight services
- ◆ Regular groupage services to Australasia, North America, South Africa, S.E. Asia, Dubai, Cyprus
- ◆ On-line sailing schedule updates and shipment tracking

FREEPHONE 0800 707 6093

Or visit us at www.anglopacific.co.uk. London, Manchester, Glasgow



Memb No: A026

