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Issue 024 March 2013 [www.themover.co.uk](http://www.themover.co.uk)

# TheMover

## TRADE GROUPAGE

New services;  
new destinations.  
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# 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

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E-mail: talk2ilike@btopenworld.com  
Tel: 01908 675854

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## LEADER

## The shrinking world

Steve Jordan, Editor



I have just returned from the IMC conference in Bangkok. It's an independent event for everyone interested and active in the global moving industry – just like *The Mover* in fact. It was unlike any conference I had been to before (and that's saying something) and could just be the future of networking in the moving industry. To find out exactly why I think that way, you'll need to read the full report in next month's issue.

But my travelling 6,000 miles for a three-day event is an indication of the direction I see *The Mover* developing in the future. Yes, we will always carry news and views from our friends in the UK and the rest of Europe, but the world is a small place nowadays and moving is an inherently international business. It is my intention to develop the magazine to become as international and inclusive as I possibly can.

To that end I would like to call upon all those many thousands of online readers that we have around the globe to help me in my quest. To give the magazine more of an international feel I need stories, ideas and thoughts from the people working in the business all around the world. Please don't be shy. Your stories are, or at least should be in my opinion, of genuine interest to your partners around the world. So share them please.

Now I am sure that there are many local movers in the UK who will be spinning at the thought that we might be replacing truck stories with tales of cultural difference. But I do feel that it is, in part at least, part of our role to inspire companies to consider diversification and broader horizons so I make no apology. And I know that there are plenty of companies elsewhere that could do with looking a little further afield for their business so a little encouragement from us shouldn't go amiss.

So this conference season *The Mover* will be jetting off to Bucharest (EuRA), Istanbul (EUROMOVERS) and Monte Carlo (OMNI) to bring you the hot news and we'll have reports from as many of the other events as we can. If you are entitled to go too, I strongly suggest you do. If not, make sure you put 22-23 October in your diary for *The Mover* Conference at Silverstone and make a note to try IMC in Bangkok next February. You'll be glad you did.



● Al Bingle (left) with PHS Teacrate's Paul Bullock.

## Bishop's Move signs PHS Teacrate again

Bishop's Move has once again appointed PHS Teacrate as its exclusive supplier of removal crates for a further three years. PHS Teacrate has held the Bishop's account for five years.

Removal crates supplied by PHS Teacrate will support Bishop's Move operations in business relocations and removals across its branch network. PHS Teacrate will continue to manage a co-ordinated supply of rental crates to Bishop's Move clients as required. "It made perfect sense for Bishop's Move to continue placing its crate hire business with PHS Teacrate," said Al Bingle, Bishop's MD. "Our previous five years with them have been hassle free, and they have handled the activity very efficiently. We know we can count on PHS Teacrate to supply us the service we require."

PHS Teacrate provides full national coverage delivered through eight strategically located service centres and a national fleet of vehicles. Paul

**"It made perfect sense for Bishop's Move to continue placing its crate hire business with PHS Teacrate ..."**

Al Bingle

Bullock, Key Account Manager with PHS Teacrate commented, "Bishop's Move has received excellent service from PHS Teacrate and I'm sure this has been the key factor in their decision to retain us. With the dedication of our staff and our support capabilities, Bishop's Move can be assured that the next three years will be no different."

**Try out the search facility on [www.themover.co.uk](http://www.themover.co.uk). It's lightning fast!**





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## NEWS: UK

## NEW SUPPORT TO TACKLE LONG-TERM SICKNESS ABSENCE

**B**ritish businesses will be helped to tackle long-term sickness absence in the workplace thanks to a new independent assessment and advisory service aimed at getting people back to work and away from long-term sickness benefits, the Minister for Welfare Reform Lord Freud announced recently.

Currently, only 10% of employees of small firms have access to an occupational health service, compared with more than half of staff in larger firms. The new service will enable employers of all sizes to access expert advice to help them manage sickness absence in the workplace.

Lord Freud said: "Long-term sickness absence is a burden to business, to the taxpayer and to the thousands of people who get trapped on benefits when they could actually work. So for the first time, all employers, big or small, will have access to a service that offers the early support they need to keep people in work and fulfil their aspirations."

The independent occupational health assessment and advice service is expected to be up and running in 2014.



● Lord Freud.

### Got an event coming up?

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



● The suggestion was made at a House of Commons Business Committee meeting.

## Flexible working nonsense

A suggestion by a government minister that workers should be allowed to ask for flexible working to avoid rush hour congestion has been branded 'nonsensical' by the Forum of Private Business.

**L**ibDem Business Minister Jo Swinson told a House of Commons Business Committee on women's workplace rights earlier this week that employees should be able to request the right to come into work earlier or later to avoid peak time travel.

All employees with at least six months service would be able to request flexible working from next year, with Ms Swinson advocating this be extended to allow staff to use it to avoid the rush hour crush.

The Forum's Head of Policy, Alex Jackman, said, "Small businesses shouldn't have administrative complexities thrust upon them because our roads are congested and often poorly maintained, the rail network is bursting at the seams and lacking adequate rolling stock. It's just nonsensical. The notion that workers should be allowed to pick and choose their hours because of successive governments' failure to deliver credible improvements to the country's transport infrastructure is ridiculous. If flexible working works for businesses they will do it themselves. What they don't need is unworkable suggestions from ministers made on the hoof."

He added, "Just imagine what this would mean on the ground for most businesses: longer opening hours would mean higher office running costs - will the government pay for the increase in energy bills? Then there's key holder responsibility

issues, monitoring time keeping would be a job in itself, and crucial to any business is the ability of employees to communicate with ease and consistency. Wildly different working hours would also make business-to-business communication much more difficult."



### "If government wants small business to help boost the UK economy it must help not hinder."

Alex Jackman

The Forum has previously been critical of the extension of workers' rights which puts onerous demands on business owners. March sees parental leave rights following the birth or adoption of a child increasing from three to four months.

"If government wants small business to help boost the UK economy it must help not hinder. To hear a business minister advocating yet more burdensome rights for employees is frankly concerning," said Jackman.

## Scam alert

Berin Riley from Move-it Channel Moving has alerted *The Mover* to a scam aimed at moving companies.

**A** company called Britannia Self Storage\* contacted Berin by e-mail asking for a shipment of artwork to be collected from a warehouse in Sunbury and shipped to Canada. There was something over £2,770 outstanding that was due for payment prior to collection. The owner also contacted Berin by e-mail to let him know that the company would get in touch.

At first sight it looks genuine until you spot all the spelling mistakes in the communication and realise that the phone numbers are a little Grimm. If you receive a similar request, ignore it. It's probably not even a good idea to try the phone numbers as they are possibly part of the scam and you'll no doubt get stung for a packet on your phone bill.

Isn't it a shame these people don't put their talents and effort to something more useful.

\*No connection to the Britannia we all know and love in the UK.

## Vauxhall is UK's top van producer again

Vauxhall built over 58,000 vans in the UK last year, making it Britain's number one commercial vehicle manufacturer for the 11th year running.

**V**auxhall manufactured 53,465 nearly double that of its nearest competitor building Vivaro-type vans at its Luton plant and 5,373 Astravans at its Ellesmere Port facility.

Both Vauxhall plants have been allocated new products securing production into the next decade. The Luton van facility will build the next generation Vivaro from 2014. Ellesmere Port was awarded the accolade of lead European manufacturing plant for the next generation Astra, due to start production in 2015.

In an extremely tough commercial vehicle market, the Luton-based manufacturer sold over 11,000 vehicles to small businesses.



Vauxhall's Vivaro van.

## Harrow Green meets university challenge

Business relocation specialist, Harrow Green, showed it had the right formula after completing a multi-site move at the University of Liverpool's School of Veterinary Science (ULSVS).



● Bishop Grosseteste University.

**H**arrow Green's Manchester office was chosen to relocate teaching materials, desktop items and operating and laboratory equipment to Fern Grove Veterinary Surgery - the University's 'first opinion' veterinary practice, and six other locations within Liverpool and the Wirral including the veterinary library.

Harrow Green, which has carried out a number of relocation projects in the past for the University including the Sidney Jones library, won a competitive tender after providing the most efficient relocation programme.

John Lord, Harrow Green's Regional Manager for the north-west, said, "We are very pleased to have this opportunity to work with the veterinary school. Harrow Green has become widely recognised for its expertise in the higher-education sector, and to have won this contract against intense competition is very rewarding."

Harrow Green has also completed a phased-move of Bishop Grosseteste University library, bringing its total business in that sector to over £500,000 in the last 12 months. The university's Library Services Department in Lincoln brought in Harrow Green for the four-phase move, which included moving 289 metres of books plus shelving and furniture for the children's library; and dismantling and reassembling over 4,000 metres of shelving and

packing, storing and transferring 133,000 volumes of books whilst it refurbished and extended its main library facility from 1,000ft<sup>2</sup> to 2,000ft<sup>2</sup>. The project was carried out over several months.

**"We relied on Harrow Green's experience and expertise during a critical phase of our library extension and refurbishment; almost every book and shelving unit in the building had to be moved ..."**

Emma Sansby

Emma Sansby, head of library services at Bishop Grosseteste University said, "We relied on Harrow Green's experience and expertise during a critical phase of our library extension and refurbishment; almost every book and shelving unit in the building had to be moved, some more than once. The team worked quickly and efficiently and were always responsive to our needs and priorities. I wouldn't hesitate to use them again."



● The Wing at Silverstone will be the venue for The Mover Conference.

## The Mover conference opens for online bookings soon

You'll be able to reserve your place at *The Mover* Conference online when bookings open in April at [www.themover.co.uk](http://www.themover.co.uk).

### The Mover CONFERENCE 2013

**J**ust click on the 'conference' logo on the home page and you'll find all the latest information, but if you want to book now call Nikki on 01908 695500.

*The Mover* Conference is the only UK movers' conference that is open to everyone interested in the industry. The venue is the sparkling new Wing at Silverstone race track

overlooking the Grand Prix circuit. Whether you like motor racing or not it's an iconic place to visit.

Overnight accommodation is in David Coulthard's quirky Snoozebox – the most comfortable, high-tech, beautifully appointed 20ft container you have ever seen. It's a real 'bucket list' experience and something to tell your kids about.

Attendance at *The Mover* Conference costs just £295 + VAT per person. This includes a full two-day conference programme, refreshments and lunch on both days, dinner and overnight accommodation, and full access to the Movers & Storers Show. It's great value – don't miss out.

## BAR North-West Area goes supersonic

**T**he BAR Area meetings have always battled with the problem of how to get more members to attend. The North West Area recently asked for feedback from members about the meetings with the intention of making them more interesting and better attended. The feedback included a number of criticisms but also asked for at least one high profile venue each year. The

Area took the idea to heart and has chosen about the highest location imaginable – Concord.

Now, of course, Concord isn't flying anymore so nobody's going to 60,000ft this time however, the meeting on 23 May, 2013, will be at the Manchester Airport Viewing Park and include a tour of the iconic supersonic jet. To book contact Annette Harris at [annette.harris@AngloPacific](mailto:annette.harris@AngloPacific).

## INSIGHT: THE YEAR AHEAD



## What's in store for the UK removals industry?

Managing Director of Bishop's Move Alistair Bingle looks back on what has shaped the industry in the past and what's in store in 2013.

**R**eports have so far predicted that UK housing transactions will hit a million for the first time since 2007 with mortgage lending levels rising to 650,000 new loans. If accurate, this is fantastic news for everyone connected to the removals industry.

With this small hint of a green shoot of recovery it is helpful for us to remain positive. As the housing market picks up, the removals industry will recover, and a brighter economic forecast will be widely predicted come the end of this year. However, a climb back to success for the domestic removal market will be a long and demanding process. The collapse in demand, on-going issues with fuel prices – which I believe will play a part in the introduction of more “Move Manager” companies due to the escalating costs in operating vehicles – and more cost-conscious customers have all taken their toll on the moving sector.

However, we will rise to these challenges; although I can only see the removals industry remaining fairly flat until the housing market picks up, which is not predicted until 2014 at the earliest. This will make it the longest housing recession since records began.

The removals sector isn't alone when it comes to suffering from a recession. As an industry, we often sadly witness casualties, yet many firms have weathered previous

recessions, and this one is no exception. Removals companies and their clients can, by equipping themselves with the right knowledge and responding to it, position and adapt themselves to be fitter for the future.

**As an industry, we often sadly witness casualties, yet many firms have weathered previous recessions, and this one is no exception.**

Since I joined the industry in 1984 I would say the single biggest change, both from the industry's perspective and that of Bishop's Move, has been the proliferation of self storage companies, which have undoubtedly taken the storage market share away from the traditional removal companies. This has made the mainstream removal business look more at their margin on the removal than rely, as they have in the past, on the profitability from storage margin. However, what is a critical issue to the removals industry is the professional price that the industry can charge for undertaking a professional removal. The industry is very easily entered into and left with very little start-up costs, which in turn encourages fewer professional companies charging a cheaper

rate. The professional part of the industry, represented by the British Association of Removers, needs to clearly differentiate to the public, the differences between the white van and his man and a professional removal company.

I remain proud of what I've achieved in the industry and can say without a doubt that becoming managing director at Bishop's Move is my career highlight. What is great about working for a family-run business is invariably you are treated as an individual rather than an employee number. I believe that creates a more caring company. I have absolutely no regrets looking back and continue to be excited by my job and working with such enthusiastic and committed people at Bishop's Move.

### 25 years at Bishop's for Alistair



**A**listair Bingle, MD of Bishop's, is celebrating 25 years with the company this year.

He trained with Pickfords in Basingstoke 29 years ago and joined Bishop's in 1988. He is now the first non-family member at the helm throughout Bishop's 158-year history.



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## NEWS: UK

## Anglo Pacific moves Prince of Denmark

London's Anglo Pacific took on the job of moving costumes and props for the stripped-down *Hamlet* visit to the USA at the end of last year. Not a dagger or skull was out of place during the three month tour that took in seven states across North America from Washington to Boston, Santa Barbara to Santa Monica.

"I have worked with Anglo Pacific for many years, stretching back to the days when I organised international tours for the Young Vic in London Waterloo," said Paul Russell, Production Manager for Shakespeare's Globe.

"Unlike many other industries, our deadlines are immovable and logistics is crucial. When touring overseas in particular, the margins are very fine financially and the penalties for cancelling a performance are incredibly severe. We rely on expert guidance from Anglo Pacific to avoid glitches and hitches."

Paul continued, "I would highly recommend Anglo Pacific's sea and air freight services, not only for the efficient shipping they do but also for invaluable advice when they won't. On this latest *Hamlet* tour the producers added in a week in Mexico City with just three weeks' notice. Anglo Pacific gave an unequivocal "don't even try" saying they couldn't guarantee getting the stuff in or out. This is the kind of direction I need sometimes so Mexico went ahead with locally-sourced props and no scenery - the most sensible option."

● To find out more about the Globe's schedule for 2013 including treats such as *King Lear* and *The Taming of the Shrew* visit: [www.shakespearesglobe.com/theatre/on-tour](http://www.shakespearesglobe.com/theatre/on-tour).



● Left to right: John Slater, Store First Managing Director; Rob Heys, Accrington Stanley Director and Stuart Laverty, Store First Operations Director.

## Store First signs Accrington Stanley sponsorship deal

Accrington Stanley has agreed a full stadium and shirt sponsorship deal with North-West storage company Store First.

Store First, which has centres in Blackburn, Burnley and throughout the North-West, confirmed a three-year six-figure stadium and kit sponsorship deal in January with the team's Managing Director Rob Heys.

The club's ground, currently known as the Crown Ground will be renamed the Store First Stadium and a new away kit produced by Samurai Sportswear was launched in the storage chain's blue and yellow colours to mark the deal.

Stuart Laverty, Operations Director at Store First said, "We're a local business so we believe that supporting a local football team really brings the community together - it's important to us to see them do well. We sponsor many young teams at a grass roots level so this is our way of taking our love of sport and strong community values to the next level. We look forward to a long and mutually beneficial partnership with the club."

Accrington Stanley Managing Director Rob Heys said, "We are delighted to announce this partnership with Store First - it's a natural fit for Stanley and we're proud to be working together. Store

First is a fantastic business that shares our community values so this sponsorship deal is wonderful news for our club."

Stanley Chairman Peter Marsden said, "I'd like to welcome Store First to the Stanley family on behalf of everyone at the club."

**"We are delighted to announce this partnership with Store First - it's a natural fit for Stanley and we're proud to be working together."**

Rob Heys

Current shirt sponsor Cleverboxes is in discussions to sign a sponsorship deal with Stanley's youth academy.

Store First has centres in Blackburn, Burnley, Rochdale, Liverpool and Barnsley with plans to expand across the North-West with new facilities over the next 12 months

## Deactivated phone number pushes mover over the edge

Last year C&F Removals from Derby took a Call Counter GEO number through Yell.com (now called Hibu plc) to be displayed on its website.

Unfortunately, Yell did not activate the number so, while Paul Clarke, the company's Managing Director, sat waiting for the phone to ring, nothing happened. Paul, assuming it was just the bad trading conditions, continued to wait.

By the time Paul realised the problem, six months had passed and he had lost around 70% of his expected business. Visitors to his website had remained healthy, but he didn't receive any calls. In a phone call to *The Mover*, Paul explained that the situation had become so difficult, he was no longer able to continue in business. It appears, therefore, that a blunder by Yell.com had sent him bust.

*The Mover* contacted the Hibu press office on Paul's behalf for a comment. Demelza Fryer-Saxby, Senior Manager, UK Communications for Hibu said: "I believe the call counter number was made inactive because of a contract issue. We would really like to continue our customer service conversation with Mr. Clark to help resolve the issue."

*The Mover* has put the two parties together, however, judging by the previous conversation with Paul, it's all come a bit late.

The Call Counter GEO numbers are a useful service that logs all calls made to the number and shows exactly how many calls were made to each Yell.com advert. This allows companies to identify which adverts work best.

Movers are advised that, should they take out Call Counter GEO numbers through Hibu, to check frequently that they are working. This is a wise precaution with any critical numbers especially where regional numbers are referred to a central office.

**Advertise in *The Mover* and get a free banner advert on [www.themover.co.uk](http://www.themover.co.uk).**



## Fox the movie

**F**ox Moving and Storage has recorded a promotional video featuring Paul Fox's son and daughter and produced by his TV producer brother in law. It's a real triumph and if you haven't yet seen it take a look on *The Mover* website. It's brilliant.

Fox is a UK agent for Altas Van Lines in the UK. Atlas asked its agents to produce a short film featuring the Carly Rae Jepsen hit 'Call me maybe' for presentation at the company's

annual conference in Palm Springs last November. Paul Fox took the project to heart and has produced a masterpiece.

The film features Samantha Fox, Paul's daughter, who is a professional singer and actress; his son, Michael, who provides the eye candy for the girls; and Glyn Evans, Fox employee and Harley Davidson rider. Many of the other staff members play their part including Steve Denning, a director of the company, and of course, Paul himself who slips on his dancing shoes. Don't read about it, just take a look: [www.themover.co.uk](http://www.themover.co.uk).



## REMINDER: Changes to PAYE - Real Time Information (RTI)

**F**rom 6 April, 2013, all employers must report PAYE information in real time (unless HMRC have already agreed a different date with them). You may see this referred to as Real Time Information or RTI.

This means that from 6 April, 2013, all employers and pension providers (or their accountant, book keeper or payroll bureau) will have to:

- Send details to HMRC every

time they pay an employee, at the time they pay them;

- Use payroll software to send the details electronically as part of their routine payroll process.

Real Time Information starts in April - you need to act now to be ready. Use HMRC's checklist to help you prepare your business for RTI.

- Visit: <http://www.hmrc.gov.uk/payerti/forms-updates/employer-email.htm>.



## A new look for Bournes

Bournes Removals of Rye in East Sussex has announced it is rebranding and is launching a new visual identity.

**W**e are currently in the process of rebranding and in the coming months you will become familiar with the refreshed Bournes brand," said Wesley Bourne, the company's General Manager and a member of the fifth generation of the Bourne family. "When you've been around as long as we have it's easy to sit back and become complacent about how you present yourself, but at Bournes we recognise

that in order to stay relevant, continuously improve and respond to the changing needs of our customers, we need to evolve, and with this rebrand we have done just that."

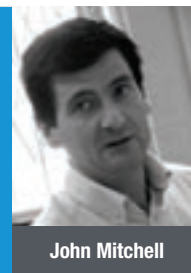
Wesley explained that the brand evolution is more than just a new logo. "It's about improving our customer experience and committing to building value in our service upon the things our customers tell us are important to them," he said.



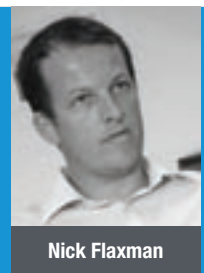
Alisdair had always been fond of dogs, so he had been glad to offer Fido a good home when his owners moved. He was a touch worried about the food bills though, especially when his new-found friend grew up.

- Alisdair MacDougall, Kilmarnock Removals.

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## NEWS: UK

## Bishop's moves the new Archbishop

Bishop's Move has recently relocated the Bishop of Durham, Justin Welby, the new Archbishop of Canterbury.



● Left: Gareth Wall from Selby and Darren Tippen from York.

**T**he Bishop's Move removal men from its York branch attended the Bishop's residence at Auckland Castle on Monday, 28 January to begin work on the move to London's Lambeth Palace which was expected to take a week to complete.

On 9 November, 2012, the Prime Minister's office announced Mr Welby's appointment as Archbishop of Canterbury. He was formally elected as Archbishop of Canterbury on 10 January, 2013, at a ceremony in Canterbury Cathedral and legally took office on 4 February, 2013, at a ceremony in St Paul's Cathedral when the Dean of Canterbury confirmed to a commission of senior bishops that the College of Canons had elected Welby as the Archbishop of Canterbury.

This is the second time in three years that Bishop's Move has been responsible for the relocation of the Bishop of Durham. In 2010 the company moved Mr Welby's predecessor the Rt Rev Tom Wright to Fife, Scotland

following his retirement. This particular move also included the careful relocation of approximately 10,000 books.

**"We are honoured to have been appointed to handle this prestigious and notable relocation."**  
Steve Allen

Steve Allen, Bishop's Move York Branch Manager commented: "We are honoured to have been appointed to handle this prestigious and notable relocation. Lambeth Palace has been a building of great history and British tradition since the 13th century. It will be a privilege for the removal men and indeed our company to ensure the Bishop of Durham enjoys an easy transition into his residence and play a small part in history."



● Left to right: Frank Hopping, Property, Contracts & Project Management Crown; Barry Koolen, Regional Managing Director of Crown; Ben Merrett, Chief Executive of DEBRA; John Parker, Regional Fundraising Manager of DEBRA.

## Crown Worldwide raises £100,000 for charity of the year DEBRA

For 12 months, Crown has been volunteering its time to fundraise thousands of pounds for DEBRA, the national charity that supports individuals and families affected by Epidermolysis Bullosa (EB) — a genetic skin blistering condition.

**O**n 5 February, Crown's Regional Managing Director, Barry Koolen presented a cheque to DEBRA's Chief Executive, Ben Merrett, at a presentation afternoon at Crown's offices in Enfield. The money raised will enable DEBRA to offer specialist care and support the people affected by this devastating condition and continue to search for effective treatments and, ultimately, a cure for EB.

David Hollins, Regional General Manager at Crown Relocations, said: "It's been a privilege to raise money for DEBRA. Our teams across the country have shown incredible enthusiasm and dedication throughout the year. DEBRA is a great charity that does amazing things for those with EB, so it's an honour for Crown to be able to support the work they do."

Ben Merrett, Chief Executive of DEBRA, commented: "The team at Crown Worldwide have been outstanding in their fundraising efforts and I want to thank them all. The money they have donated will allow us to continue our holistic approach to our care from birth, for as long as it's needed and will enable us to continue supporting individuals and families affected by EB."

**"The team at Crown Worldwide have been outstanding in their fundraising efforts and I want to thank them all."**  
Ben Merrett

Over the past 12 months, teams from around the UK have taken part in a variety of charity fundraisers including a 250ft long zip wire ride, a 150ft abseil and a London to Paris cycle. Other initiatives included jumping from the world's highest bungee jump, staff quiz nights, cake sales, collection buckets and a wear green to work day, just to name a few.

EB is caused by a breakdown in the natural proteins that hold the skin and internal membranes together resulting in painful sores and blisters, which have to be lanced and dressed daily — a painful procedure, taking hours. EB affects one in 17,000 births and there are at least 5,000 people with the condition in the UK.

● For more information please visit [www.debra.org.uk](http://www.debra.org.uk).

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## Measures for resolving workplace disputes

A package of measures aimed at reducing the number of workplace disputes that end up at Employment Tribunal were recently set out by Employment Relations Minister Jo Swinson.



● Settlement agreements will help resolve workplace disputes without the need to resort to an Employment Tribunal.

**T**he introduction and implementation of a new statutory code and guidance to encourage greater use of settlement agreements, along with setting a limit on unfair dismissal payments, are the next steps in the government's response to the 'Ending the Employment Relationship' consultation.

"We are committed to finding ways to support both businesses and employees when a working relationship breaks down," she said. "The measures I have announced today will do just that. Central to this is promoting the benefits of good communication, better management, and early dispute resolution, as this can lead to the best outcomes for everyone. We are working closely with Acas to get the rules and procedures for Early Conciliation right, and welcome the views of interested parties in our consultation."

She continued: "Settlement agreements can be a helpful tool and work in the interest of both employer and employee. Creating a code and simple guidance will mean that these arrangements are more readily available to those in small businesses, not just large corporations. Employment Tribunals are costly for everyone, in terms of money but also time and stress. We need to tackle unrealistic expectations about the levels of compensation

**Central to this is promoting the benefits of good communication, better management, and early dispute resolution, as this can lead to the best outcomes..."**

Jo Swinson

awards, especially when only one in 350 people who make a claim for unfair dismissal receive an award of more than their own salary, and the average award is less than £5,000. Tribunals should be the last resort not the first port of call."

Settlement agreements will help resolve workplace disputes without the need to resort to an Employment Tribunal. The government will not be taking forward proposals to introduce a guideline tariff for settlement agreements, in response to concerns that it could set unrealistic expectations for employees or could be viewed by employers as a maximum from which they would try to negotiate down.



● Fuel savings ahoy! One of the two new Scania 'boat tails' at White & Co.

## Boat tails save 8% for Whites

**W**hite & Co has just bought two new 'boat tailed' Scania for its depots in Dunfermline and Plymouth. The chassis were supplied by West Pennine Trucks and the bodies were

built by Unique Van Bodies in Warrington. Ian Palmer, CEO of White & Co, said that in previous tests with a 15 tonne MAN, he had measured an 8% fuel saving from the boat tail design.

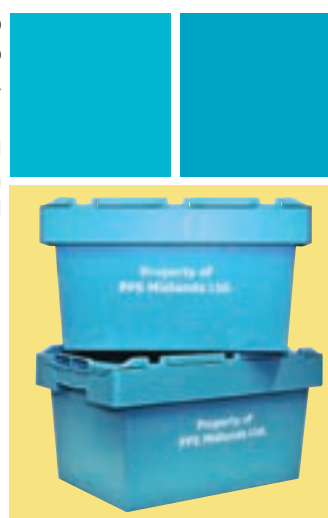
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**BUSINESS: SELF STORAGE**

## Self storage: what's your excuse?

Richard Allen, Sales and Marketing Manager for Active Supply & Design Ltd has been in the self storage supply business for long enough to have heard all the arguments for and against opening a self storage facility. But even so, he really can't understand why more moving companies don't consider the option. Here's why.

**M**ost moving companies have properties that can accommodate this proposition with many of them being under utilised. Self storage in the UK has seen a dramatic rise in popularity in the last decade or so and the growth in the market shows little sign of diminishing despite the economic downturn. Empty warehouse space is often crying out for the addition of some self storage units but, with only an estimated 10% of removal companies offering this most popular service, most choose to put their heads in the sand and deny its competition and its opportunity.

### The competition

If you are not providing self storage for your customers, in purpose-built self storage units, you are missing out. Increasingly people are choosing self storage for business storage, for domestic items while they are waiting to move home, or for those

overflow items that they can't quite find room for. "These people often leave things in store for years," said Richard. "They like the flexibility of an easy access store room and the security of having their own key. Self storage has become almost fashionable and many see it as an

**...interest rates have never before been this low so in some ways this is the best time to be expanding.**

extension to their house or business."

What's more, if you lose out on the storage, what happens when those customers need a mover? You'll probably miss out on that too.

### The cost argument

Cost frightens most people off, but it doesn't need to. "We always suggest that people build their facilities in phases. This way they can start getting a revenue flow early on without having to spend outside their means. When phase one is filling up and bringing in revenue, they can confidently move onto phases two and three."

However, financing even a modest investment might be tricky for some. But interest rates have never before been this low so in some ways this is the best time to be expanding. Also the government is supposed to be helping small businesses and freeing up cash for investment. Only last October we saw the launch of a new British bank, Shawbrook,

specifically to provide finance to small and medium sized enterprises struggling to get funding from the UK's biggest banks. Shawbrook has promised to lend £250 million a year exclusively to small businesses and there have been calls for the bank to take a more traditional outlook to banking rather than the asset-based approach (you can have as much money as you like as long as you don't need it) favoured on the high street.

### Fit-out costs

Active Supply & Design are very open to helping potential entrants to the self storage industry and can provide budget costs and projected revenues, initially over the telephone. Commonly, if the customer is attracted by what they hear in relation to these costs, Active, at the customer's discretion, will visit the site and produce a formal quotation with no commitment or cost to their client.



### Location

In the past self storage units had to be in visible positions on main through routes where there is a lot of passing trade. It's still true that these prime sites are the best ones to look out for but, if your place is a little more hidden, that's OK nowadays.

The recent popularity of the Internet has changed the criteria to a large extent, a good brand and search engine ranking claim to achieve over 70% of many facilities self storage enquiries. Even small rural operators who are operating out of converted chicken sheds are reaching capacity and returning nice profits.

**Even small rural operators who are operating out of converted chicken sheds are reaching capacity and returning nice profits.**



### Recession resistant

No business is recession proof but self storage has proved to be recession resistant over recent years. Yes there was a slight dip in trading but, in general, self storage companies have done well and, those movers that have self storage, have been insulated from the worst of the downturn. Some of the main reasons for the continued success of the self storage product are:

1. People who have storage because they can't afford to move house.
2. The house moving transaction process now takes longer.
3. Business storage has increased massively.
4. Rental properties have become more popular and expensive.

### Something new

Most people shy away from doing something new. But part of the service Richard's company provides, is to provide help right from the start to guide you through the whole process. "We help with locating a suitable store, planning, marketing, deciding what rents to charge, estimating fill rates, and provide

advice on technology such as security systems and monitoring equipment," he explained. "Even if you have no experience in self storage there really is nothing to fear, we'll hold your hand all the way."

Richard also said that it is very strange that many moving companies place their customers' goods in somebody else's self storage unit. "It really is time they built their own."

### The UK market

The US led the rise of self storage and the received wisdom is that the market, even there, is not yet saturated. By comparison, it is estimated that the UK market is running at only 10% of its potential. In other words, there are still plenty of people out there who are not using self storage yet, who probably will be soon. Some areas are close to saturation but there are still many poorly serviced pockets of opportunity around the country. Much of the market will be taken up by the big specialist self storage companies, but a lot of it won't. Also, movers have an advantage because they get up close and personal with a large part of the market during the moving process.

Not every mover's warehouse is suitable for self storage, but many are. The main reason they don't diversify is because of fear about the investment and lack of knowledge about the industry. But there are very few companies that have embarked upon the self storage experiment and emerged disappointed.

**...self storage has proved to be recession resistant over recent years. Yes there was a slight dip in trading but, in general, self storage companies have done well.**



● For more information contact Richard Allen. Call 01270 215200 or e-mail richard@askactive.com.

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## NEWS: INTERNATIONAL

## Aspire Mobility, the new international name for Mobeltransport Danmark

**M**obeltransport Danmark has consolidated its international moving and relocation activities under the new commercial brand name of Aspire Mobility. According to Niels Bach, the company's CEO, "The name change takes place as a consequence of the globalisation of our business where many of the non-Scandinavian families we help to move often found it somewhat challenging to pronounce the Mobeltransport Danmark – House of Relocation name as well as to connect the name to the multifaceted relocation services that we are offering in Scandinavia as well as around the world."

Gunnar Moeskjaer, Director of Group International Services, commented: "We will continue to provide our clients and international partners with the same high quality moving and relocation service that they have received from Mobeltransport Danmark – House of Relocation in the past. As Aspire Mobility we now cover both Denmark and Sweden under the same corporate identity providing our partners with a much larger and unified presence in the Scandinavian market place."

As technically, Aspire Mobility is registered as a secondary name of Mobeltransport Danmark A/S, the legal status of the company with EORI No: DK27197779 will not change, nor will the office addresses or banking information.

Likewise the company will continue to hold all of its industry memberships, certifications and qualifications under Aspire Mobility, the new commercial brand name.



● Aspire Mobility's Copenhagen headquarters.



● 'Typhon' will use convoys to protect commercial vessels.

## British private navy protects shipping

Britain's first privately run navy for 220 years 'Typhon' has launched its convoy escort service offering a naval-grade service to the commercial market.

**T**he service will enable ship operators to transit the Gulf of Aden, Arabian Sea and Indian Ocean in unprecedented safety while saving time and money.

Piracy is spreading rapidly from its Somali roots across the Indian Ocean as far as the Gulf of Guinea, Bangladesh and Indonesia. Maritime criminals are becoming more audacious, more violent, better equipped and more adept. The wind-down of the European Union Naval Force (EUNAVFOR) naval presence in the Gulf of Aden in 2014 is likely to coincide with a major escalation in piracy in the Indian Ocean. In this area piracy still remains a serious threat to some of the world's busiest shipping routes. At present 147 hostages are being held by pirates in Somalia.

To date the only effective commercially available counter-measure has been provided by ride-on guards otherwise known as VPDs (Vessel Protection Detachments or Details). This protection model provides a quantity of armed personnel to live aboard the client ship for the duration of the transit. However the client vessels have to detour for their embarkation and disembarkation often at significant cost. The range of protection from pirates is narrow: 400 miles from the 'target' ship.

Typhon's Integrated Protection Model starts by detecting any threats of piracy at long range – this is done onshore in Typhon's Operations

**"Our mantra is to combat the problem of maritime crime and piracy using methods that are both effective and proportionate..."**

Anthony Sharp

Centre in the UAE. It enables Typhon to conduct their transit safely through the network of pirate action groups – and advising clients of necessary course adjustments to avoid known trouble hot-spots.

The convoys will travel in a protected 'envelope' which make it extremely difficult for the pirates to enter the 'Protection Zone' to launch an attack. Typhon's policy is always to seek to diffuse and de-escalate any violence.

Anthony Sharp, CEO of Typhon, said, "Our mantra is to combat the problem of maritime crime and piracy using methods that are both effective and proportionate to the threat. With millions paid out in ransoms to pirates and much more money lost by businesses in fuel costs avoiding pirates, it is important that businesses are granted a safer passage with their cargo through dangerous waters. The benefits to business will be substantial."

## New freight-only Poole/Bilbao service

Brittany Ferries has recently announced that its vessel, *M/V Cotentin* will operate a second return trip to Spain with effect from 19 March, 2013.

**A**s well as her long established French weekend by-pass service from Poole to Santander, she will also operate a midweek service from Poole to Bilbao. Additionally, she will also be used to augment the Poole/Cherbourg service to operate at times of peak freight demand, alongside the *Barfleur*.

The new route of Poole/Bilbao will see a mid-morning departure on a Tuesday from Poole, a mid-afternoon call in Bilbao on Wednesday with an arrival back in Poole early evening on the Thursday. The *M/V Cotentin* has en suite cabins which are allocated on a one per truck basis and the purpose-designed transit times fully comply with the drivers' 24 hour weekly rest period.

Jon Clarke, Group Freight Director, said "This long-awaited announcement puts an end to much speculation about the use of our purpose built freight-only vessel *Cotentin* when the *Barfleur* returns to the fold and operates her traditional route of Poole to Cherbourg. These developments coincide with the introduction of Ecotax in France from July and have been enthusiastically welcomed by our existing customers who appreciate the true value of our offer."

● For further information please call 0871 244 0411 or visit [www.brittanyferries.co.uk](http://www.brittanyferries.co.uk).



● M/V Cotentin.



● Istanbul.

## East meets west at EUROMOVERS 2013

The 2013 EUROMOVERS annual congress will be on 22 – 26 May, in the fascinating and enigmatic hub that for centuries has been the place where east meets west: Istanbul.

If you've never been – you must go; if you have, you'll probably already have your tickets booked. It's a wonderful place not to be missed.

The conference is open to all EUROMOVERS shareholders, prospective partners, approved agents, and their families and guests.

The EUROMOVERS congress is one of the friendliest and most enjoyable events of the conference calendar. It has a real family feel that is not intimidating to newcomers, and its business content is designed specifically for the needs of its attendees.

The conference hotel is the Legacy Ottoman Hotel 4, built in the Byzantine style at the beginning of

the 20th century, and one of the most beautiful of all the magnificent hotels in the city. It is located on the Old City peninsula so it's just a short walk from all the top attractions including the Blue Mosque, the Topkapi Palace and, of course, the infamous Grand Bazaar.

As always at EUROMOVERS there will be just the right blend of business, networking and entertainment with the Saturday night being a traditional Turkish evening with folk performances, traditional music and dancing and both Turkish and international cuisine.

● For more information contact Thomas Juchum at: [thomas.juchum@euromovers.com](mailto:thomas.juchum@euromovers.com).

## Young Movers Conference Amsterdam (YMCA)

The 2013 Young Movers Conference will be held in the capital of The Netherlands, Amsterdam prompting the obvious, but nevertheless clever, YMCA link.



Fortunately the young men of the moving industry are also happy to have the young women join them for their annual extravaganza (in fact they insist upon it). People from the village are allowed to attend too apparently.

The weekend starts on Thursday 16 May and ends on Sunday morning 19 May, 2013, at the Holiday Inn in Amsterdam. The programme of events has been lovingly compiled to provide the usual mix of entertainment and business content. Anouck van Rooyen and Marco van Herk is the two-man organising committee for the conference. "We want to show you that The Netherlands

● [www.youngmovers.nl](http://www.youngmovers.nl), complete with YMCA video by Village People.

is more than wooden shoes, tulips and cheese," said Marco. "But our main goal is to have plenty of time for socialising and improving your network with your fellow Young Movers. This is what Young Movers has stood for, for 23 years."

The event's key sponsors are OEV (Organisatie voor erkende verhuizers), the Dutch association for movers; and TLN Transport en logistiek Nederland, the Dutch association for Transport.

● For more information go to the website at [www.youngmovers.nl](http://www.youngmovers.nl).

## EUROMOVERS International Worldwide Movers Allience

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**OPINION: BRITAIN AND THE EU**

## Europe is good for small businesses

The Forum for Private Business believes that if the UK left the EU it would be bad for small businesses in the UK.

**T**he comments were made in response to the Prime Minister's EU speech in January. However it has also said that without some kind of renegotiation, anti-EU sentiment will grow.

Head of Policy, Alex Jackman, said: "The Forum of Private Business does not support an 'in/out' referendum, simply because we don't think it will give anything like a clear mandate. Even an overwhelming 'in' wouldn't silence the doubters, nor an overwhelming 'out' lead to exit, given the political flip-flopping over this issue of recent years. And in all probability, there wouldn't be a significant majority one way or the other. But unless the UK can renegotiate terms, anti-EU feeling will grow. Institutions that are already seen as undemocratic will grow to become tyrannical in the views of many. The ever-spiralling central budgets will create even louder dissenting voices than at present. So the issue must be tackled."

Instead, the Forum believes the government – and successive governments – should be given the mandate to renegotiate terms and to maintain an

"The truth is that our laws are now so intertwined with European legislation it is very hard for anyone to understand whether we should pull out, let alone how we would go about doing so."

**Alex Jackman**

opt-out from ever-closer integration. "In particular, we must insist that EU budgets are more closely monitored," said Alex. "If the European Commission wants greater funds from countries, it should first have proven the case that money cannot be saved from within. Businesses will tell you there are plenty of pointless policy exercises that could be culled if savings were being sought. Pinch points for small businesses do differ. It is a genuine bugbear for those small businesses in communities that have nothing to do with exporting who wonder what right the EU has to dictate how long their employees should be paid for sick leave, or how they should sit at work."

Alex continued to say that it is the long-term stability of our tax system that's the problem not how close to Europe we are. "A huge multinational will invest in the UK not because of a common market but because of a stable tax regime and highly skilled workers. These are the real long-term problems the government needs to address. The truth is that our laws are now so intertwined with European legislation it is very hard for anyone to understand whether we should pull out, let alone how we would go about doing so. These are the problems the Prime Minister is faced with – how to mediate the competing views of Europe and how to accurately articulate the positives and negatives of our membership."

### @ Comment

**If there was a referendum on whether the UK should be in or out of Europe today, which way would you vote?**

Have your say at [comment@themover.co.uk](mailto:comment@themover.co.uk).



## News from Europe

### European Automatic Emergency Call System moves a step closer

In January six new European countries joined the pan-European project HeERO to develop eCall, the in-vehicle service that could save several hundred lives in Europe every year.



● eCall is designed to automatically alert emergency services to serious road accidents.

**G**round-breaking vehicle safety system eCall took another step forward on 14 January with the launch in Spain of the second phase of HeERO (Harmonized eCall European Pilot). HeERO is an international project, supported by the European Union, that aims to help EU Member States in preparing pilot sites for the deployment of eCall in 2015.

eCall is a new road safety service based on the common European

Emergency number 112. Using 112, the eCall system automatically calls emergency services if a vehicle is involved in an accident – even if the driver is unconscious or unable to respond. At the emergency call centre, the rescue services will be able to see the location of the accident and obtain information about the kind of vehicle involved, enabling them to send the right rescue response immediately.

HeERO, which started in 2011 and will conclude in 2014, aims to prepare

Pilot Sites in many EU Member States for the deployment of the eCall system in 2015.

Since January 2011, the nine European countries forming the HeERO consortium have carried out a three-year programme (HeERO 1) leading to the piloting and deployment of eCall. They are: Croatia, The Czech Republic, Finland, Germany, Greece, Italy, The Netherlands Romania and Sweden. Six new countries, namely Belgium, Bulgaria, Denmark, Luxembourg, Spain and Turkey, joined the second phase of the project (HeERO 2) on 1 January, 2013.

The project has generated such a high level of interest that another four Associated Partner countries will participate at their own cost with another five countries hoping to join in the first quarter of 2013.

Project Coordinator Andy Rooke said, "This exciting project will bring this ground-breaking technology to life. The next steps will see the engagement of 19 pilot sites working together to prepare those countries for eCall."



● Tranarps Bridge, north-east of Helsingborg, was the site of a 100-vehicle accident in January, in dense fog and on an icy road.

### SWEDEN: Possibility of stricter rules for Heavy Goods Vehicles (HGVs)

**S**weden's Department of Transport is examining the need for stricter laws to regulate the operation of commercial trucks on Swedish roads in winter, following a 100-vehicle accident on the E4 motorway that left one person dead and 46 injured on 15 January. Preliminary investigations by police have found that the accident was caused when three trucks, including two foreign-operated vehicles, collided while heading north across the Tranarps Bridge, north-east of Helsingborg when driving conditions at the time of the crash were hazardous, with icy roads and dense fog. It was three days before the E4 was fully cleared and re-opened to traffic. The outcome of the official investigation, which is headed by the Swedish Transport Administration, is likely to influence the imposition of any new special winter rules covering traction system standards, HGV speeds on motorways, as well as mandatory use of high-spec winter tyres.

● Source: Lloyds

### IRELAND: Fuel Duty Rebate

**I**reland appears to have recognised the economic importance of road freight with a diesel rebate for road transport operators. While full details of the

scheme are yet to be finalised, the Irish government has made clear its intention to offer a rebate of 7.5 cents per litre to tax-compliant, licensed operators from 1 July,

2013. Ireland's rebate follows a recent decision for a fuel price cut in France.

● Source: FFUK via *Commercial Motor*, UK.

### Move One in East Africa

**M**ove One has recently announced the registration of its first office in East Africa. The office, located in Kampala, Uganda, is the first of four planned office openings in the region and will act as Move One's Regional Coordination Centre for East Africa. CEO, Curt Clements,

expects to further the expansion by opening offices in Djibouti and Ethiopia by April 2013 and in South Sudan and Kenya by the end of 2013.

Move One's expansion into East Africa comes in response to the increased humanitarian, military, and energy presence in the region.

The company is supporting these industries and will continue to offer its full range of services in the region, including logistics, moving, relocation, and animal and pet transportation.

● moving@moveoneinc.com.

● Move One plans further expansion in East Africa



## NEWS: ON THE ROAD

## Road safety charity Brake welcomes 20mph limit

Brake has warmly welcomed new government guidance for local authorities on setting speed limits, giving the go ahead for more 20mph limits on residential streets in places where there are lots of people walking or cycling (or the potential for such) and where communities are calling for them.

It also advised local authorities to consider widespread 20mph limits when mean speeds are already low over a number of roads within the area.

Brake is part of the GO 20 coalition, launched by Brake in Road Safety Week in November. The coalition is made up of ten national charities calling for 20mph to become the norm across built-up areas, so children and adults can walk and cycle for their health and enjoyment, and for cheap and sustainable travel, without being or feeling endangered. GO 20 also appeals to drivers to make a personal commitment to slow down to 20mph around homes, schools and shops.

Julie Townsend, Brake Deputy Chief Executive, said, "This guidance is an important step towards making streets safe for people to walk and cycle, by encouraging local authorities to implement more life-saving and life-enabling 20mph limits. It is a great improvement on the previous guidance, which often created barriers to authorities lowering limits, even when local groups were calling for this. The evidence shows that 20mph limits can deliver huge benefits preventing devastating casualties;

enabling more active lifestyles and making communities more liveable and people-friendly. We believe 20mph is the most appropriate limit in our towns, villages and cities, and should become the norm, as do numerous other national charities campaigning for this as part of the GO 20 coalition."

**"This guidance is an important step towards making streets safe for people ..."**

Julie Townsend



● One third of the enforcement authorities accounted for nearly all PCNs issued.

## 50% rise in London parking fines

A 50% leap in the number of penalty charge notices (PCNs) being issued in London has led the Freight Transport Association (FTA) to call on its members to train their drivers in identifying PCN hotspots.

Companies delivering goods on the roadside in London typically attract PCNs, albeit quite innocently. Although these are often successfully contested, which itself costs time and money, many are not and the industry still pays many millions of pounds in PCNs each year.

The PCN Survey 2012, commissioned by FTA, revealed that the 27 companies surveyed had paid £2.9 million in fines and a rise in costs which was directly related to the increase in the number of PCNs issued on the capital's roads.

The report explored trends in PCNs in relation to six key areas: enforcement authorities, PCN

hotspots (street/location), whether issued by CCTV or a civil enforcement officer, contravention codes, appeals and costs.

Amongst the findings of the report was that one third of the enforcement authorities accounted for nearly all PCNs issued (80%), with the London Borough of Westminster, London Borough of Camden, City of London and Transport for London more likely to issue PCNs to FTA members than other London boroughs.

The survey also clearly identified locations where drivers were more likely to receive PCNs, providing valuable information for operators and drivers in respect of areas in which to look out for parking restrictions.

## Thousands of motorists still don't wear seatbelts

The wearing of seatbelts in cars has been compulsory for 30 years, but according to official government figures many people still don't use them. One in five (19%) motorists claim to know someone who doesn't use a seatbelt in the front of their car. Not

wearing seat belts is a contributory factor in over 220 deaths and serious injuries every year.

A higher number of younger motorists know someone who does not wear a seatbelt compared to the older age group. IAM Chief Executive Simon Best said, "In

the past three decades seatbelts have made a fantastic contribution to road safety success in Britain helping to save thousands of lives. But the ongoing message needs to be reinforced to all age groups."

● Seat belts - a fantastic contribution to road safety.



## Government cuts £15 million from road safety campaigns

The UK government cut spending on road safety campaigns from £19 million in 2008/09 to just £4 million in 2011/12 – a cut of nearly 80%. The figure was revealed after a freedom of information enquiry by road safety charity the Institute of Advanced Motorists (IAM).

The Department for Transport is planning on spending £3.7 million on road safety in the 2012/13 financial year which will see:

- £53,000 spent on cyclist safety;
- £78,000 on child and teenager road safety;
- £50,000 on research into young drivers;
- £1.275 million on motorcycle campaigns;
- £1.685 million on drink-drive campaigns;

Every fatal road accident costs the UK £1.7 million. In 2011 the total cost of fatal road accidents was £3.2 billion, with immeasurable emotional and social costs.

IAM Director of Policy Neil Greig said, "Right across the public sector road safety is being cut too hard and too quickly, despite the huge returns on investment. One life saved saves the economy £1.7 million. £53,000 is a derisory amount to spend on national cycle safety campaigns. Until we have the right roads infrastructure in place, publicity and education campaigns are one of the few tools we have to help us save cyclists lives. £78,000 for children's safety campaigns is virtually insignificant. If the government is serious about safety for these groups, these amounts must be increased."



● Safety campaign - a 'Named Rider', as featured in the 'Think Biker' TV advertisement from 2012.



● The majority of truck accidents do not involve another vehicle.

## Fatigue and inattentiveness behind most truck accidents

Nine out of ten accidents involving trucks are a result of human error. This was revealed in a fresh report on traffic safety and road accidents in Europe produced by Volvo Trucks.

The report was produced by the Accident Research Team at Volvo and is based on its own investigations of accidents as well as data obtained from various national and European authorities. It describes why accidents with trucks occur, their sequence and what can be done to reduce the risk of accidents and their consequences.

"90% of all truck accidents stem entirely or partly from the human factor, for instance when one or more of the drivers of the vehicles involved are distracted or misjudge their speed," said Carl Johan Almqvist, Traffic and Product Safety Director at Volvo Trucks.

The report also reveals that drinking and driving is not one of the major causes of road accidents involving truck drivers. Only 0.5% of truck drivers involved in serious accidents were under the influence of alcohol. The corresponding figure for accidents involving passenger cars varies between 15 and 20%.

Heavy trucks are involved in 17% of all fatal accidents and 7% of accidents result in personal injuries. The majority of accidents resulting in truck driver injuries are single-vehicle incidents in which the truck drives off the road. More than half of all serious accidents with trucks involve collisions between cars and trucks.

## The majority of accidents resulting in truck driver injuries are single-vehicle incidents in which the truck drives off the road.

Carl Johan Almqvist continued, "Access to facts about accidents is immensely valuable for our ongoing safety work, helping us make the right priorities in our product development. For instance, we have further enhanced safety levels in our latest truck models with a range of support systems that improve visibility, alert the driver or focus the driver's attention if something is not right."

Thanks to safer vehicles, improved infrastructure and safer behaviour on the road, the number of fatal accidents on European roads has dropped continuously since the early 1990s. But far more lives would be saved if more people used their seat belts, something that not even half of the truck drivers on European roads do. Only 5% of the truck drivers who died in road accidents were wearing seat belts.

## New drivers' iPhone app from Renault Trucks

Renault Trucks has launched a new free iPhone app to help truck drivers keep track of their driving and resting time.

Time Book will replace the notebook and pen many drivers keep in their cab to log their driving activity, bringing personal record keeping in line with modern technology.

Although driving activity is tracked by the tachograph, providing the only legal reference for these measurements, the data recorded by the Time Book app enables drivers to anticipate their situation and not exceed their daily driving hours or the permitted 56 hours maximum allowed in a single week.

Using Time Book is simple, the driver only has to press one of four icons: driving, available, short break or long break. This will start the stopwatch. At the end of each activity, they press the same button again to stop the time and touch another to indicate that a new activity is underway. The data recorded is then transferred to a virtual notebook which lists the activity, stating the started time, ended time and how long it lasted. At the end of the day or assignment, drivers can make corrections if any errors were made. This information can then be e-mailed to fleet managers.

This app was designed to make everyday assignments simpler for drivers and can be set up according to individual requirements. For example, when the authorised driving time is due to expire, drivers can choose to be warned in specific timed intervals before this occurs.

● Download Time Book free at [www.renault-trucks.co.uk/trucker-apps](http://www.renault-trucks.co.uk/trucker-apps).



● Renault Trucks' Time Book app.

## NEWS: ON THE ROAD

## German cars knocked in engine reliability survey

German reliability is not as strong as many believe according to Warranty Direct, who found Audi, BMW and Volkswagen to have some of the least reliable engines in their cars.

**T**he UK's leading supplier of direct consumer warranties studied data from 50,000 live consumer policies which showed that the only engines to have failed more often than Audis in the past year were those from the now defunct MG Rover group, while the MINI finished a disappointing third from bottom. BMW and Volkswagen featured seventh and ninth from bottom respectively in the power plant scale of shame.

At the top end of the table, Japan took the plaudits as Honda and Toyota proved to be the manufacturers with the most reliable power units, while Mercedes-Benz upheld some German honour by taking the third best accolade.

Engine repairs can be some of the most expensive to hit a driver and, amongst Warranty Direct's customers, one in 13 MG Rover motors failed in the past year, while one in 27 Audi owners had issues with theirs. At the opposite end of the scale, just one in every 345 Honda owners had a problem with their power unit.

The study of motor repairs also highlighted huge potential costs for motorists. An engine failure on a Range Rover Vogue recently led to Warranty Direct's highest claim - £12,998.46 - while one dealer quoted £14,853.60 to repair an engine on a Range Rover Sport after it failed catastrophically.

Warranty Direct Managing Director Duncan McClure Fisher said of the study, "Engine failures are the biggest fear for any motorist as they're the ones that can lead to the most astronomical costs because of the parts and hours or labour required to fix them. The number of failures may be low compared to areas such as axle and suspension damage but engine repairs almost always result in costs reaching the thousands for motorists who aren't covered by a warranty."



● Engine failure is the biggest fear for motorists.

## Law on driving licence exchange tightened

Foreign drivers must prove they have passed an appropriate driving test before getting a British licence under tough new rules announced recently by Road Safety Minister Stephen Hammond.



● Foreign drivers will now have to meet UK driving standards to get a UK driving licence.

**A**n inconsistency in the law meant that previously some non-EU drivers were able to exchange their licence without proving that the necessary standards to drive in the UK had been met.

The change in the law means requests to exchange driving licences from outside the EU will only be accepted if the licence holder can prove they passed a driving test in a country where the testing standards are comparable with those in Britain.

Stephen Hammond said, "The UK's roads are amongst the safest in the world, thanks in part to the rigorous standards demanded by our driving test. By closing this loophole we will not only make Britain's roads even safer, but will help tackle fraud and level the playing field for British drivers who spend time and money learning to drive at the standard required in the UK."

All driving licences issued by an EU state allow that driver to drive in any part of the EU and there is no need for them to exchange their licences.

This does not apply to drivers outside Europe but arrangements are in place with 15 countries that allow drivers to exchange their licences for a UK one. They do not need to take any additional driving tests as DVLA recognise that the licence they hold proves that they have already met the appropriate standards to drive in this country.



**By closing this loophole we will not only make Britain's roads even safer, but will help tackle fraud and level the playing field for British drivers ..."**

Stephen Hammond

But because of an inconsistency in the law, some foreign drivers were able to exchange a licence with another overseas country with which DVLA have an exchange agreement, and then subsequently swap it for a UK one. This meant that DVLA could not be sure that the driver had met the appropriate standards to drive in this country before exchanging their licence.

The law will now make clear that the licence to be exchanged will only be issued on the basis that the driver has met the appropriate standards to drive in this country.

## Scottish truck driver jailed for fiddling tacho

George Davidson aged 57 years from Fraserburgh, Aberdeenshire was jailed for six months at Carlisle Crown Court on Friday 4 January, 2013, for tachograph fraud.

**T**he defendant was stopped by VOSA on 28 June, 2012, at the goods vehicle testing station in Carlisle. Upon examination of his tachograph record by Andy Wallace of VOSA, an explanation was given of the journey back from Germany and Holland which Davidson had just undertaken. Through contact with the depots visited by Davidson it appeared that the vehicle had been driven at times when the tachograph was recording him to be resting.

Davidson was unable to offer an explanation for the above anomalies and arrangements were made with a local Tachograph Centre to examine the tachograph. The results of the examination led VOSA to the conclusion that a second sender unit had been fitted in-line within the tachograph loom. PC Shaun McKeown from Cumbria Police was contacted and arrangements made to have Davidson arrested and his vehicle seized for a subsequent evidential examination to take place.

PC McKeown's examination revealed an impulse generator taped to a relay, wired into the tachograph loom above the nearside glove box. After a long process the switching was confirmed to be via a looped jack plug in the 24v socket in the passenger side of the dash. Further analysis of the seized material revealed a total of 69 false charts.

Davidson pleaded guilty to the offences at Carlisle Magistrates Court and was committed to the Crown Court where he was imprisoned and ordered to pay £400 costs.

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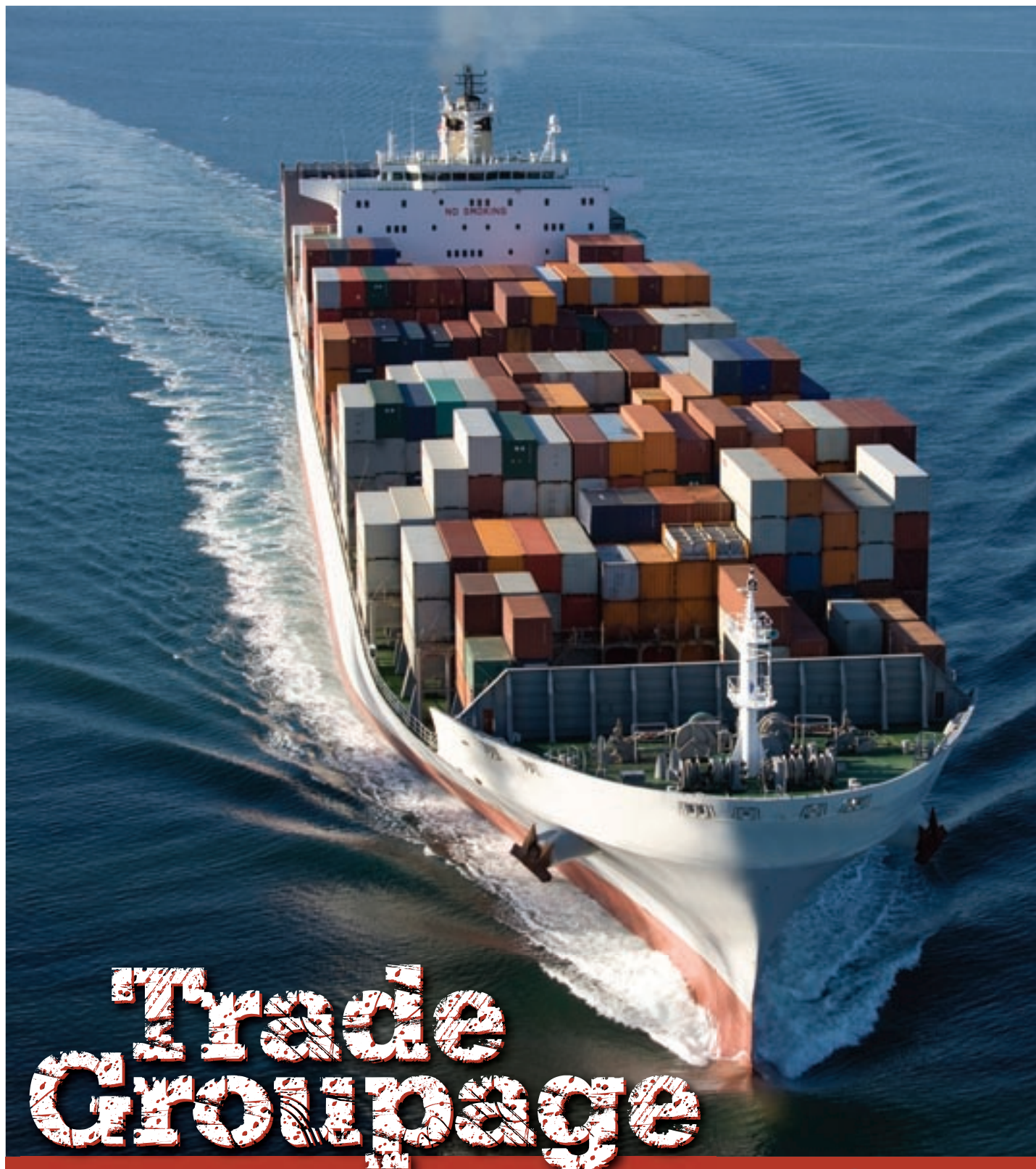
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## FEATURE: TRADE GROUPAGE



# Trade Groupage

**Matthew James:** On the Europe run

**John Mason:** Trade rates online 24/7

**Excess International:** Groupage to China

**Anglo Pacific:** Money back guarantee

**PLUS Spain:** A warning



**Eva Chi**  
of Excess  
International  
Movers  
Page 28

## Trade rates online 24/7 from John Mason

John Mason has been one of the UK's leading trade groupage operators for many years.

**M**oving companies that do not have sufficient groupage traffic to load their own containers have relied on the Liverpool and London-based company to provide the shipping services they need.

In our technology-driven world those shippers don't need to rely on calling for rates or relying on increasingly bedraggled rate cards as they might have done in the past. Now John Mason has its rates online so that trade customers can get real-time groupage rates at any time day or night.

"Trade movers can use the trade quote website as often as they want and whenever they want," explained David Ozard, John Mason's General Manager. "This is where they find our most economical rates. We are finding that a lot of movers are using it at the weekend and evenings. It's user friendly so you don't need any training to use it and you can get a rate instantly and users can also message us for rate requests for container



rates and out-of-area requests. We find that our movers really appreciate the immediate response and it has a direct benefit to their business. It can really help clients to quickly respond to their customers with a quotation in real time."

John Mason reports that in the last two

years the company has seen significant growth and it has gained new clients. "More and more companies are getting involved in international moving and they really appreciate the help that we can offer," said David. "We have increased our head count of staff in the Trade Shipping Department significantly to service the needs of all our moving company friends. We have huge volumes for our current trade lanes which include Australia, New Zealand, Canada, USA, South Africa and Cyprus. This means that we can get groupage containers away quickly which is a main priority for all of our clients, whilst still offering very affordable rates which, let's be honest, we are all interested in." For log in details please contact david@johnmason.com. For more information visit: www.jmitrade.com or call: 0800 023 7128.

### Shipping rates

March is the month in which the moving industry renegotiates its shipping rates. If you use groupage services do not assume that your current rates will continue next month. Contact your groupage operator for the current rates.

## On the Europe run

Trade groupage from the UK to Europe, and back, has been a competitive business since the EU opened up.

**B**ut one company, Matthew James from Erith, with its fleet of vehicles including the magnificent, award-winning road train driven by the company's MD, Matt De-Machen, has been making a pretty good job of it.

The company has had its own depot in Malaga for many years and recently opened new operating centres in Madrid and Barcelona. The opening of the new operations is a reflection of the level of business to these key cities.

The financial difficulties in Spain have kept pressure on prices and margins but the company says that it is holding up nevertheless. In fact the company has been able to introduce new services recently through the new operating centres in addition to its traditional route

"We now offer weekly services to Gibraltar from our Malaga depot also Andorra and the Balearic islands from Barcelona ..."

**Matt De-Machen**

to Spain through France. "We now offer weekly services to Gibraltar from our Malaga depot also Andorra and the Balearic islands from Barcelona," said Matt. "We are also moving further east and offer weekly services to Belgium and Luxembourg and expect to be putting on

Below: Matt De-Machen and his award-winning road train.

two-weekly services to Germany and Holland later in the year."

Spain used to be one of the most difficult destinations to service but now the only problem is the cost. It's a long run to the south of Spain and it's always a challenge to balance the cost to remain competitive. To improve efficiency, Matthew James works closely with an increasing number of Spanish companies that provide back loads to help fill up the road train. "We back load from a multitude of Spanish companies already, and also from our own operating centres in Spain," said Matt. "We are regularly oversubscribed for the return journey and find that these can sometimes dictate the flow of traffic."

Despite the level of competition the company feels that maintaining a high quality service is key. "We can offer specific dates, storage, trans-shipping, permits, translation, etc. all in-house and this enables us to offer these services to the highest standards and at very competitive rates." E-mail european@matthewjamesremovals.com or call 0800 040 7907.



**FEATURE: TRADE GROUPAGE**

## Groupage to China from Excess

Excess International Movers in London has introduced a new groupage service for loose-packed household removals to China.

**T**he groupage service has been operational for some months now, but to date has carried only the company's own baggage shipments.

Managing Director Ian MacLeod said: "I had always been keen to start a groupage service to China, and realised that to get it off the ground, I would need the right people and contacts involved. The first step was to hire a Chinese Business Development Manager, which we successfully did when we took on Eva Chi who had experience in the field with another company." Ian explained that Eva spent her first few months setting up Excess's Chinese baggage service, which involved a large degree of marketing, in particular aimed at the Chinese student market, the setting up of rate agreements with Chinese partners, and the development of Excess's own Chinese Baggage Shipping website with instant online quotations for baggage shipments across the whole of China.

To get the service off the ground, the first consolidations were handled in China by a company specialising only in baggage shipments, but Ian realised that to service household removals requirements a quality Chinese removals partner was required.

He chose Rex Service Company, a FIDI member based in Tianjin, with services through the port of Xingang, the main port of entry for Beijing destined containers. Rex Service has already successfully handled some baggage only consolidations.

"Rex Service are highly experienced in the complexities of Chinese Customs clearance," said Eva. "I speak to them nearly every day - to Managing Director

"Rex Service are highly experienced in the complexities of Chinese Customs clearance. I speak to them nearly every day ..."

**Eva Chi**



Richard Zhang, to Ella Wang who is Rex's General Manager, and to our dedicated Import Co-ordinator Stacey Duan.

Although these conversations are held mainly in Chinese, I can assure our trade clients that they are all excellent English speakers too, and are ready to help and guide our English-speaking consignees with all aspects of their move when their shipments arrive in China."

All of China can be reached through Excess International Movers' new China removals groupage service, although at the moment instant rates are available only for some of the main cities such as Beijing, Shanghai, Tianjin, Guangzhou and Shenzhen. Rates to other cities will require an overnight rate check.

**To enquire about the service, the Excess International Movers' trade team can be contacted on 020 8324 2044 or by e-mail at [trade@excess-international.com](mailto:trade@excess-international.com).**

## Money back guarantee for Anglo trade customers

Anglo Pacific has recently introduced a money back guarantee for its trade customers.

**T**he guarantee will refund the entire groupage charges to any trade shipper if the shipment fails to arrive at its destination within the promised time.

Teresa Connolly is Anglo Pacific's Trade Shipping Manager. She explained the guarantee: "In the unlikely event that the transit time from receipt of goods at our London depot to arrival at North American ports exceeds nine weeks, or 12 weeks for Australasian and other worldwide ports, we will commit to refunding all our groupage charges for receiving, handling and shipping plus customs clearance, delivery and unpacking. Naturally this guarantee will keep us on our toes but it sends out a strong message about Anglo Pacific's

confidence and commitment to deliver on time."

Anglo Pacific is unable to guarantee the transit time through customs, however the money back guarantee applies to any late delivery excluding those subject to force majeure or any other circumstances beyond Anglo Pacific's control.

For further information call Teresa and her team on Freephone 0800 707 6093.

● Anglo Pacific will refund groupage charges on shipments that fail to arrive on time.



**A number of groupage operators to Spain have warned about low quality operators offering very cheap prices for consignments to and from Spain. Although many of these might be legitimate businesses with low overheads trying to earn an honest living, some have been proved not to be. Anyone using a groupage operator for Spain should satisfy themselves that the operator is reliable, trustworthy and honest. It is often worthwhile paying a little more for peace of mind.**

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## NEWS: ON THE ROAD

## At-work drivers taking deadly risks on the road

Significant numbers of people who drive for work are risking devastating crashes by texting, speeding and grooming at the wheel, according to research by road safety charity Brake and Direct Line insurance.

Nearly a third, 31% text while driving, one in six, 17% admit to grooming, such as putting on make-up or shaving while at the wheel and more than three-quarters, 76% admitted to speeding at more than 35mph in built up areas.

The survey revealed that people driving for business purposes are more likely than the general driving population to take all of these risks prompting calls for employers to take action to ensure employees are safe and not putting others in danger.

Nearly a third, 30% of journeys on our roads are made by drivers who are at work at the time. It is estimated these drivers are 30-40% more likely to be in a crash than people driving on their own

time. In Great Britain, ten people are killed each week and 100 injured by people driving for work.

Julie Townsend, Brake Deputy Chief Executive, said, "It is appalling so many people who drive in a professional capacity are taking such horrendous and unnecessary risks, doing things we all know are unbelievably dangerous behind the wheel."

"People who drive as part of their job should be taking great care to stay within the law and not put people in danger, but according to these results, at-work drivers are more likely to take many deadly risks than other drivers. We are urging all employers to ensure they have comprehensive safe driving policies in place and that staff know the importance of not speeding or driving distracted. We are also



● People driving for work are 40% more likely to crash than those driving on their own time.

calling on anyone who drives for work to make a commitment to stay within speed limits, stay off the phone, and focussed on the critical task at hand."

Matt Owen, spokesman for Direct Line, said, "Those who drive as part of their job seem to take greater risks whilst at the wheel, than the average driver. Whether it's over

confidence as they are heavy road users, work pressures or to save time; the risks they are taking with their lives and the lives of others is substantial. What's more, texting, speeding and careless driving are illegal, and if caught the consequences could mean the risk they are taking with lives is also risking their livelihood."



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# TheMover



● Daniel Krus.

## Daniel Krus joins MovingJapan.com

On 7 January, 2013, Daniel Krus joined MovingJapan.com, a division of Vancombe Inc, as Vice President.

**D**aniel has 35 years' experience in the international moving industry in Japan and one year in the USA. Prior to his appointment at MovingJapan.com he was employed at Transport Services International – currently Crown Worldwide Relocations; Jeuro-Pak – currently Yokohama System Movers; Five Star Worldwide Movers – the franchise holder of Allied Pickfords Japan; Global Silver Hawk – now Santa Fe; Asia Tigers World Premier Worldwide Movers; and most recently at Fukuoka Soko KK.

Daniel's years of experience in the international moving industry, customer service skills, and his fluency in English and Japanese means he is ideally suited in understanding international relocating customers' needs and requirements. Daniel said, "I am really pleased to remain and continue in the international moving industry with my new role at MovingJapan.Com and I especially look forward to maintaining and further developing relationships with worldwide moving agents."

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## Two new recruits for Basil Fry

Basil Fry & Company has recently appointed two new recruits to boost the company's insurance team.



● Above: Sam Henley and right, Stephen Bragg.



**S**am Henley is working with Philip and Greg Wildman as an account handler; and Stephen Bragg who is responsible for motor and employers/public liability claims and has a part-time role with the Removal Claims Service (RCS), the specialist claims handling arm of Basil Fry.

Sam joined the insurance industry straight after leaving university. His first job was with Bridle Insurance Brokers on the new business sales side for the brokerage, dealing with high value and exotic cars as well as more basic personal lines cover. "I relocated to the Surrey area and Basil Fry & Company was the perfect option for me as I was looking to move in to the commercial insurance sector," he explained. "I am very excited about my future at Basil Fry & Company."

Greg Wildman, a Director of the company, said that he was extremely pleased that Sam chose Basil Fry ahead of two other job offers that were made to him. "His acquisition underlines our ethos of building for the future and Sam's enthusiasm during the first few weeks is evident," he said. "Sam has a very bright future with Basil Fry & Company."

Stephen began his insurance career as a claims technician for a household claims broker. Having gained a good insight into how insurers manage and settle claims Stephen joined Basil Fry in 2012 to hone these skills for the benefit of its customers. "Stephen has a good technical approach to insurance and his advancement into RCS is a natural step for him to take," said Greg. "We see Stephen as being integral with future plans for RCS."

## Kim Becker joins Santa Fe

Santa Fe Group has appointed Kim Becker as Managing Director, India based in Bangalore.

**K**im is a South African with extensive business experience within the relocation industry. He joins the Group following six years as Managing Director of Elliott International (Pty) Ltd.

Patrick White, CEO of Santa Fe Asia said, "Kim is well known and highly respected in the international relocation industry. His leadership skills and talent will be of great value as we look to further develop and grow our immigration, moving and relocation services in India."

Santa Fe Group provides a full range of relocation services with 122 offices in 52 countries across the globe.



● Kim Becker.

## Yalda Zand joins Santa Fe as CIO

**Y**alda Zand has joined the Santa Fe Group as the company's Chief Information Officer. She will be based out of the company's head office in London with the Group's regional IT teams reporting to her. She will report directly to the Group's CEO Lars Lykke Iversen.

Yalda will be responsible for overseeing the strategic planning and global operation of all information systems and technology functions within the Santa Fe Group. Over the last 20

years she has held various senior roles with companies including: Cisco, Amgen, Monster Worldwide and Plan International. She will work with the company's regional management teams to continue the global technology platform that ensures security and stability.

"I'm delighted to have Yalda join the team," said Lars. "Her experience in the field of mobile technology, global systems, compliance and security, make her the ideal person to be leading our information team."



● Yalda Zand.

**TAXATION:** OVERNIGHT ALLOWANCES

# Overnight allowances can be taxing

Staying away from home during the course of our work is something most of us have to do from time to time and it's reasonable to assume that the expenses we incur will be tax deductible.



## TAXATION: OVERNIGHT ALLOWANCES

However, things are not always that simple so it's worth doing a little homework before splashing out on an expensive hotel or going through the card in a gourmet restaurant. *The Mover* asked Mike Holmes from Milton Keynes accountancy firm Holmes & Company to offer some guidance.

Overnight allowances can be a sticky issue when it comes to dealing with HMRC. There are plenty of different scenarios in which they are or are not allowable, and as such, it is advisable to consult your accountant or business advisor before making any bold claim.

Here is a brief overview of some of the usual situations and allowances normally available when dealing with overnight expenses.

#### Tax treatment of drivers/removals crews

As a general guide, drivers and removals crews can be paid a subsistence allowance by an employer when on a long journey, however, this is classed as additional income and may or may not be tax deductible. It is tax deductible if two specific criteria are met:

1. There MUST be documentary evidence available to show that the employee has spent the night away from home and primary workplace, as a necessary result of a business journey, and, that there were expenses incurred during this time;
2. The amounts paid must not exceed the limits that HMRC have put in place. These also have to be reasonable reimbursements of expenses incurred. For example, paying £30 for a McDonald's and a pint whilst staying at a friend's home would not be deemed acceptable.

#### So what are the HMRC limits?

According to HMRC, where both the above conditions are met, the limits for the past five years are as such:

Year ended 31 December, 2008:

**£29.85 per night**

Year ended 31 December, 2009:

**£30.75 per night**

Year ended 31 December, 2010:

**£30.75 per night**

Year Ended 31 December, 2011:

**£32.20 per night**

Year ended 31 December, 2012:

**£33.85 per night**

Year ended 31 December, 2013:

**Still to be published**

However, exceptional circumstances or special situations could make larger claims acceptable.



Overnight allowances can be a sticky issue when it comes to dealing with HMRC. There are plenty of different scenarios in which they are or are not allowable ...

#### What is a necessary journey and when is a tax deduction due?

Travel for necessary journeys is a journey that employees make to or from a place that they must attend to fulfil their duties at work. This does not include commuting to and from your ordinary place of work.

A deduction is only due, however, when it is reasonably necessary for the employee to attend the particular place at that very occasion to fulfil their duties at work.

#### What evidence do I need?

The documentary evidence needed may include but is not limited to:

- Drivers' log sheets;
- Drivers' expense claims;
- Receipts obtained on payment of lodging (i.e. hotel receipts);
- Parking receipts;
- Itinerary records kept by the employer.

#### Incidental Expenses

Incidental expenses are normally allowable for tax purposes despite not being business expenditure (for example purchase of a newspaper whilst away) whilst on business travel. However there

are also limits to these expenditures.

- £5 per night inside the UK;
- £10 per night outside the UK.

**WEALTH WARNING:** Claims over these amounts can void the whole expenditure, which then becomes taxable as additional income.

#### Attendance at conferences, seminars and study tours

There are very strict rules regarding allowances for attendance to conferences, seminars, study tours and other business events.

Deduction is only permitted when attendance to the event is necessary expenditure and is a direct duty of the employment.

Only an employee is allowed the deductible expense, so if you were to take a family member or friend (should your employer allow it), this is not tax deductible.

The expenses must be necessary and reasonable. The expenses allowable may include but are not limited to:

- The event fees;
- Travel;
- Meals;
- Other associated costs.

For more senior employees, claims of appropriate travel and hotel expenses commensurate with normal living standards of the employee, or director, may be accepted by HMRC.

If in any doubt, consult your accountant first, as many of these allowances are subject to change.

• [www.holmesaccountancy.co.uk](http://www.holmesaccountancy.co.uk)

#### Mike Holmes

Mike Holmes is a fellow of the Chartered Association of Certified Accountants, with over 30 years' experience in practice on his own account.

Holmes & Company is a small but enthusiastic accountancy practice based at The Mansion Bletchley Park, Buckinghamshire, the location of the now famous WWII code breaking centre and home of the world's first electronic computer Colossus.



## NEWS: PEOPLE

# Santa Fe Group launches 'Africa Connect' service

Santa Fe Group has launched a new service that receives bookings for immigration, moving and DSP services in and out of Africa – it's called Africa Connect.



● Mathieu Dunod, Regional Director Africa.

**A**frica Connect is an innovative service that provides a single point of control for companies that wish to relocate their employees to and from the African region. It provides a single point of contact for all moving and relocation services to and from the region via Santa Fe Group's network of Approved Providers across Africa.

Mathieu Dunod Santa Fe's Regional Director Africa, has been providing moving and relocation services for relocating employees in Africa for 14 years. "Africa is an expansive continent, larger than North America and China combined, and as culturally diverse as Europe, South America or Asia," he said.

"Furthermore, local processes and administration can be baffling to anyone outside the system. For these reasons Africa has always represented a challenge to any company transferring their staff to the region."

Africa Connect removes the barriers to relocating employees to Africa. It enables businesses to connect their employee mobility

**"Africa is an expansive continent, larger than North America and China combined, and as culturally diverse as Europe, South America or Asia..."**  
Mathieu Dunod

programmes with the region more easily. The service manages the entire interaction with Africa to provide a consistently high standard of customer service for the relocating employee, simplifies communication, handles detailed local administration and of course provides the obligatory data in a format that enables reporting.

All of this means that everything becomes a lot easier for the relocating employee and the organisation they represent.



● Guy Shepherd.

## Guy Shepherd takes on West Africa

**W**orldwide Movers Africa has announced that Guy Shepherd has become the company's new Director of Business Development for West

Africa. Guy is also a director of Worldwide Movers Madagascar.

Val Prinsep, Group Chairman of Worldwide Movers Africa, commented: "Worldwide Movers Africa continues its prudent and continuous expansion across the continent, fulfilling our colleagues' needs for top-drawer relocation services in the challenging markets in West Africa."

## John Nichols moves at Move One

Move One has announced the appointment of John Nicholls as Global Product Manager for its Relocation Services Division.

**J**ohn has been with the company since 2010 as Business Development Manager for Moving and Relocations. Since that time he has been an integral part in Move One's growth through his in-depth understanding of the industry and dedication to quality.

John started his career in real estate with Hamptons in the UK and through that he was led to the relocation industry where he has been ever since. Initially he worked for Cartus Relocations where he spent 20 years in Vendor Management as Director of their EMEA supplier network.

Erika Clements, Human Resources Director for Move One commented, "John is a much respected, well known, and



● John Nichols.

well liked professional in our industry. We feel really positive that he will help continue to grow our relocation product and take it in the right direction for the future."

John, originally from Cornwall is based in Move One's head office in Dubai, UAE where he has been living since 2009.

## Lisa Diaz looks after customer service for Graebel

Graebel Movers, Inc. has hired Lisa Diaz for the moving and storage division's regional customer service manager position for one of the company's four customer service centres in the US.



● Lisa Diaz

**S**he will report to Vice President of Client Relations Sue Fraser, based in the upper Northwest, and will relocate from Seattle to Atlanta, Georgia this month.

Before joining Graebel Lisa was employed by the Connecticut-based, third-party company, Cartus, most recently as the company's onsite client services and operations manager at the Microsoft Corporation headquarters in Seattle. In that role she was accountable for the daily management of all global mobility policies for Microsoft subsidiary and assignment rotation relocations worldwide. She is credited with the creation, process development, and the in-house training of the Microsoft Global Resources (MGR) Executive program. She also led the recruitment, training and career development of this programs in-house staff. Other management roles have included senior relocation project manager, senior mobility program manager and she was a relocation associate during her seven years at Cartus.

Lisa was previously a journalist at

**"Lisa brings a wealth of global mobility knowledge and embodies all of the traits and core values of our organisation..."**

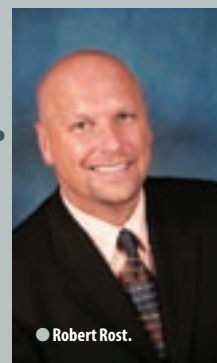
Sue Fraser

two Northwest regional newspapers, the *Seattle Times* and *Yakima Herald Republic* for two years. As an expatriate, she was a curriculum coordinator and English teacher at the American School in Taipei, Taiwan for four years.

According to Sue Fraser, "I am pleased that she will join our regional client relations team that is based in Atlanta. Lisa brings a wealth of global mobility knowledge and embodies all of the traits and core values of our organisation that make her a perfect fit at Graebel."

## Graebel appoints Robert Rost as VP of Move Management, Inc.

Graebel in the USA has appointed Robert Rost to be the Vice President Business Development of its transportation management operation: Move Management.



● Robert Rost.

**M**ove Management provides services to a number of corporate clients and government agencies and currently holds the GSA Schedule GS-33F contract.

Robert has been in the relocation business for nine years. For the last four years he has been a consultant at Graebel Relocation Services Worldwide that manages the entire suite of global mobility and move management services for its Fortune 500 clients in 153 countries. Most recently, Robert

managed service performance end-to-end for clients for Graebel Express Relocation Services.

Before joining Graebel Robert was the program manager at the Pittsburgh, Pennsylvania-based relocation company, AIREs. He was also with Cartus, formerly known as Candant, for several years. Among his award-winning accomplishments, Robert was hand-selected to be on the All-Star team and individual achievements included numerous Top Block Service awards at Cartus.

## Trade Shipping Services



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## INTERVIEW: SIMON OSBORNE



# Moving like Clockwork

An interview with Simon Osborne, the new MD of the UK's most predatory mover.

**R**ightly or not, predatory is probably not too strong a word for the way Clockwork has been viewed in the moving business since it started on its extraordinary rise in 1996. Today, however, things are different. It's more about consolidation and making the best use of the assets it has to ensure every opportunity is maximised and every effort focussed. That's why Simon Osborne has joined the company.

Simon confesses that he's not a "pipe and slippers" man. He likes a challenge, acknowledges that there is work to do at Clockwork, and has plenty of experience to draw upon to make it work.

Simon started his career with Lex Transfleet in Yorkshire, later owning a logistics company. In 1999, however, he left logistics behind, moved south and joined Cadogan Tate in London as the General Manager of the company's Acton Lane site. He stayed with the company until 2006, becoming its managing director, before buying Baxters from Fred Baxter the following year. The problems that ensued have been well documented

and don't need to be repeated here but, suffice to say, by 2010 Simon changed the company's name to Momentous.

**"Clockwork didn't have the best reputation. It grew very quickly with an aggressive approach in the early days and, I suppose, stepped on a few toes."**  
Simon Osborne

"People assumed that it was a family business and thought they could talk to a Mr. Baxter," said Simon. "It also gave us a new identity which brought the company up to date." Momentous was and remains a secure and profitable business but Simon soon started looking for something new to exercise the grey matter. Around that time he was approached by Courtenay Morison to take over the role as MD of Clockwork. Encouraged by David Osborne, his brother and the depot manager of the London Head Office, and whilst retaining a financial interest in Momentous, in August 2012 he accepted.

"Clockwork didn't have the best

reputation," he admitted. "It grew very quickly with an aggressive approach in the early days and, I suppose, stepped on a few toes.

Courtenay Morison, the business owner, had a plan to build his portfolio and grow his business. He wanted to buy a business and move on. He was very forthright in getting things done," said Simon.

Come the recession something had to give and, as properties were re-valued, and banks reduced their lending, so the acquisition spree had to stop. "When you are used to buying businesses, but businesses are not selling, you can become a bit tired of your own pace, which can become frustrating. The company is still looking at strategic acquisitions but every deal is approached with rigour and considered analysis, the good old days of impulsive decision

making have long gone.

Some of the businesses were doing fine; some were less so. After a process of reorganisation by the company it now has eleven branches and Simon is in the process of creating a much more structured feel about the organisation.

"We have some very enthusiastic depot managers," said Simon. "They have a great deal of passion and are very focussed. But they run as eleven different businesses and my job is to bring them together into a more coherent whole."

The key to bringing the company together, Simon feels, is to provide opportunities for the depot managers to get together more. "Some hadn't met each other until recently. We need to develop a more company-wide approach while not losing the benefit of the strong local depot manager who really understands his local customers."

Simon feels that the relationships that will be formed because of a closer-knit management will be immensely beneficial both in terms of the co-operation that it will create and the natural trust that develops between colleagues who know

each other well. "It's a complete cultural change. We want them to focus on running their local business but also have one eye on national opportunities. We will work together to capitalise on them and will also be working centrally to develop national contracts that will benefit the whole group."

This approach will also allow the economies of scale to be better used such as the utilisation of assets such as vehicles and staff. "We want our managers to look closely at their fleets and work together so see how they can cooperate. Also our workforce needs to have further training programs in order that we maintain a common standard so that everyone in the organisation can have confidence about the quality and consistency of the work we do." This approach eliminates weak links in the organisation and improves morale as people see they are valued and managed efficiently and with care.

"I genuinely believe in this business otherwise I wouldn't have come here. I want to pull away the curtains to show what can be created."  
Simon Osborne

The long term plan for Clockwork will be to expand its services into the international and European sectors of business, with partners, as Simon feels that it is currently focussed mainly on the domestic and commercial markets. This inevitably means the wearing of much shoe leather at IAM meetings and the like, but he sees no better way of getting the name around than face-to-face meetings with industry partners. "We have six branches in Scotland giving us tremendous coverage. We need to get our message across to our international partners that if they are consigning to Scotland, they should be using Clockwork."

Simon is very positive about his future at Clockwork and has been impressed by the company and its people. "I genuinely believe in this business otherwise I wouldn't have come here," he said. "I want to pull away the curtains to show what can be created."



● Whip (Denzel Washington) and his legal team.



**Title:**

**Flight**

**Director:**

**Robert Zemeckis**

**Starring:**

**Denzel Washington, Don Cheadle, Kelly Reilly, John Goodman, Melissa Leo, Bruce Greenwood**

**Running Time:**

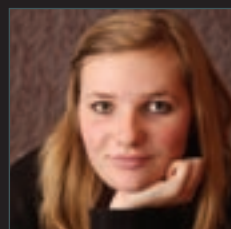
**139 minutes**

**Rating:**

**15**

**Genre:**

**Drama**



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

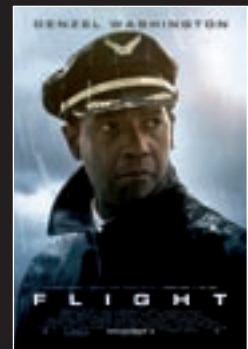
## Highs and lows

For those of you that don't know, Robert Zemeckis is the man that brought us *Forrest Gump* and the *Back to the Future* series, all over time becoming classic films. It looks like *Flight* is headed the same way.

Denzel Washington plays William "Whip" Whitaker, a pilot that likes to have a drink ... or two. While he is still drunk from the night before, he flies a plane that he doesn't know is broken putting his passengers, his crew and himself in a lot of danger. The plane begins to descend into a field whilst Whip tries to take control of it. The plane crashes and Whip ends up in hospital where he meets Nicole (Kelly Reilly), a recovering heroin addict. Whip faces charges of drink, drugs and manslaughter and his old friends (John Goodman, Bruce Greenwood) and his attorney (Don Cheadle) try to get his name in the clear, and they don't care how they do it.

Denzel Washington steals the show completely. You can go and see this film not having seen him in anything else and come out a fan. John Goodman brings humour and Kelly Reilly has a more serious and emotional story

line, but whenever Washington is on the screen you can never take your eyes off him. Absolutely brilliant acting that definitely justifies the awards that he has won and been nominated for.



## Upcoming films:

Some time in March new psychological thriller *Side Effects* comes out. This has the impressive cast of Jude Law, Rooney Mara, Catherine Zeta-Jones and Channing Tatum. If you're a fan of any of these people go and see it, the trailer looks very good. Also due to be released in March is *Jack the Giant Slayer* that brings the fantasy and adventure out of the well known fairy tale

## INSIGHT: BUSINESS CONFERENCES



# Hurrah for conference season!

Why you should go to conferences and how to make the most of them. By Steve Jordan.



**A**s the spring conference season approaches, the prospect of standing around at cocktail parties making small talk with people you don't really know, while the troops back at the office are fire fighting trying to keep the business running, might not fill you with enthusiasm. You won't be alone. Many people feel the same way. But, take it from one who has been to more than most, going to conferences is really worth the effort. Here's why.

### It's good for business

Yes it really is. People don't just go to conferences to try to avoid falling asleep in the business sessions. They really do come back with new business. For 20 years or more I went to every moving conference going, everywhere they would have me, and I never came back empty handed. I always brought back enough business at least to pay for my trip and, very often much more. It's not a cost, it's an investment.

**People don't just go to conferences to try to avoid falling asleep in the business sessions. They really do come back with new business.**

### Information is king

Some conferences have business sessions that are packed, others struggle to get a handful of people prepared to face the front and pay attention. But always the information is of value, if you just show some interest. It is amazing how often a piece of information, gleaned casually at a business session, can prove to be useful. It might be something that helps you run your business, or perhaps an idea you wouldn't ordinarily have had. Maybe you will learn something that will help fill a moment when the conversation goes quiet in the snug. You will certainly find out who really knows their stuff on a range of subjects and, therefore, who to call in a moment of crisis.

Try this game: sit in all the business sessions, listen carefully and write down at least one useful thing from each presentation. If you can go back to your office and do just one thing

differently as a result of something you've learned at conference, that whole event was worthwhile. But there won't be just one, there'll be many.

## Conference is no place for an early night. You don't have to be a drinker, you just need to be there ...

### It's good for the soul

Running a company can be a lonely business. Sometimes it's easy to get in a rut, to forget that there is a bigger world out there, and even begin to lose confidence in your own abilities. Going to an industry conference can be a bit intimidating, until you've settled in the bar with a few other people who are equally terrified, but it really is worth the effort. You might come back with a slight hangover and needing a good night's kip but you will, at least, have rejoined the human race.

### It's not what you know, it's who you know.

Never has this been more true than when applied to a business conference. It's particularly appropriate for the moving industry in which every company relies, to some extent, on others to keep the wheels turning, every day. When the going gets really tough, and the wheels fall off, that's when you need to know who to call.

Conference is no place for an early night. You don't have to be a drinker, you just need to be there, taking part. The business sessions are important, yes, but it's in the bar, often after midnight, that the real relationships are built. It might not seem like work, but it is. And when you are in need of a little advice, a favour or a business partner in a hurry, it's those bonds, made somewhere between the cocktail lounge and the fourth floor at 3am, that are unbreakable. Do not misunderstand their value or chastise your staff for being a little slow down to breakfast.

### Making a name for yourself

Anyone who stands on a stage at an industry conference immediately becomes an industry expert. Fact! You don't need to be able to hold an audience like Peter Ustinov, or confound your critics like Michael Foot – you just need to be OK and

you will get away with it and make a name for yourself. It's easy. But most people will shrink away, make an excuse, or suggest another victim. No! When the conference organiser asks if you wouldn't mind 'doing ten minutes' or 'joining in the panel discussion' shout yes! and whoop for joy. Your time has come.

### Making friends

Friends are not the same as contacts. Friends are people who know you well but still love you anyway. They are precious and rare. But many people have made true lifetime friends at conferences. They start off in the business meeting, gravitate to the bar, slide off for a curry and before you know it something special has happened. Sometimes people take it a few stages further: I met my wife at a BAR conference and there are plenty more like me I can assure you.

### Deduct the tax

Conference expenses look high. To go to a BAR conference nowadays will probably set you back £1,000 by the time you've paid all your costs and bought a Sarsaparilla or two. It will cost more to go to OMNI (if you are entitled) and less to go to *The Mover* Conference in October. But whatever you spend, your government will help you out by giving you the tax back. And who said the Romans never did anything ...?

## You get out of going to conference what you put in. Do not be cynical.

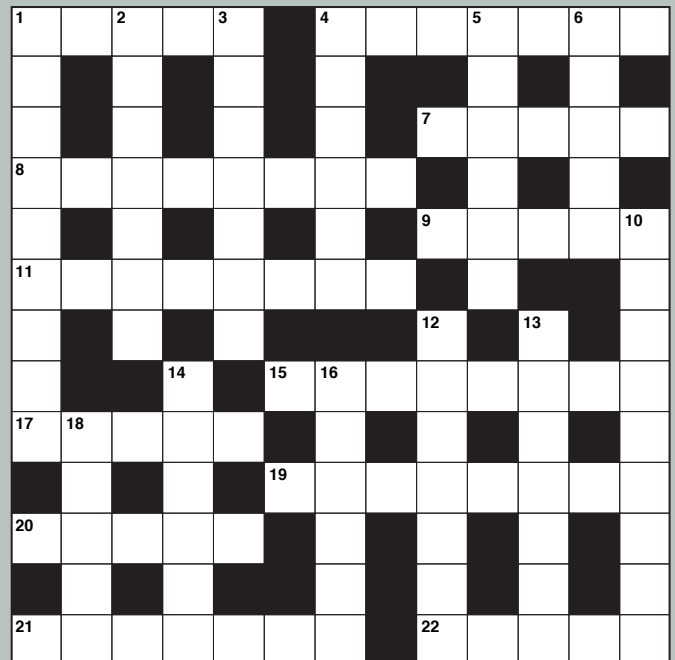
### And finally ...

You get out of going to conference what you put in. Do not be cynical. Face every day with enthusiasm, talk to everyone – even the dull and ignorant, they too have their story, join in when you can and when people ask for your opinion, give it clearly.

The value of going to conference cannot be overstated. Those who doubt their value are usually those who never go. Whether you go to FIDI, LACMA, EuRA, EUROMOVERS, OMNI, our very own *The Mover* Conference, or all of the above, I promise you, you will not be disappointed. If you are, I promise to buy you a drink in the bar at the next one – well, that's something you will have gained anyway.

# Puzzles

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### ACROSS

1 Ethical (5)

4 Contrast (7)

7 Shrewdness; understanding (5)

8 Imaginative (8)

9 Round steering device (5)

11 Well chosen (8)

15 Sprinkling with water (8)

17 Paces (5)

19 Exclamation of joy (8)

20 Line of a song (5)

21 Extraterrestrial rocks (7)

22 Passageway (5)

### DOWN

1 Wholesale traders (9)

2 Acknowledgement of payment (7)

3 Sugar found in milk (7)

4 Neckwear (6)

5 Fine; great (6)

6 Variety show (5)

10 Ludicrous (9)

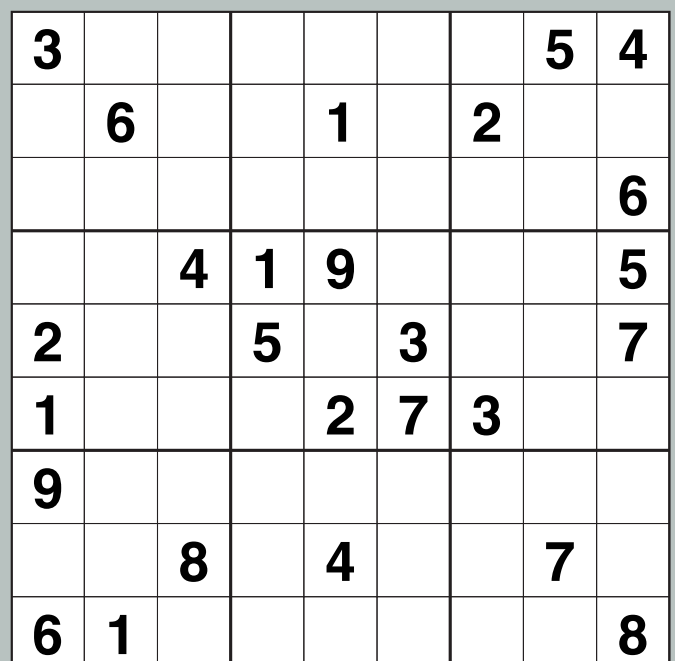
12 Purplish red colour (7)

13 Infective agents (7)

14 Goblin (6)

16 They fly aeroplanes (6)

18 Herb (5)



## NEWS: PRODUCT



## New mobile digital video recorders to fight false insurance claims

**B**lackburn-based Vision Techniques has launched a brand new range of mobile hi-tech digital video recorders which can be mounted on a vehicle to provide evidence to fight false insurance claims. The recorded footage provides an accurate witness to help with subsequent investigations. The DVR also identifies potential hazards and operational problems.

The new range includes a hi-tech product to help fleet managers record using a live video feed and the option to download recorded footage to their mobile devices.

The range includes a durable, cost effective model and another that includes location tracking and speed and acceleration monitoring to encourage best driver practice.

All models include SD cards for easy viewing and are designed to suit a wide range of budgets.

## New O'Neil Software upgrade

**O**'Neil Software has announced another upgrade to its records management software RS-SQL Version 4.05 with additional features.

RS-SQL Version 4.05 is now supported on Windows 8 and RSWeb®.NET is supported on Internet Explorer 10. The new version makes adding customer information much faster, makes it easier to update multiple users, offers new scheduling options, and easier exporting of information for customers.

## BigChange launches world's first 4G mobile app for transport and logistics operators

BigChange has introduced the world's first all-in-one 4G telematics solution for transport and logistics service operators.



● Job Watch 4G app.

**T**he BigChange JobWatch Office App connects to the JobWatch multi-functional mobile app connecting drivers and fleets seamlessly to the office via the mobile Internet, via a rugged touchscreen computer that can be used as a fixed or portable device.

JobWatch is an easy, plug-and-go mobile system that helps companies plan, manage and schedule their drivers and vehicles. The system includes a rugged mobile computer, mobile communications to black box GPS vehicle tracking, SatNav, work and delivery management, timesheet, expense recording and vehicle defect reporting for only £39.95 a month.

The cloud-based 4G telematics is provided as Software as a Service (SaaS), which significantly reduces the cost of mobile computing, eliminating the need for individual expensive software packages, multiple hardware and costly systems integration.

Martin Port, CEO of BigChange said, "We have revolutionised telematics by developing a fourth

**"With this cloud-based service, we simply install the BigChange mobile computer and our customers just choose the functions and features they wish it to use ..."**

Martin Port

generation solution that delivers a multitude of mobile applications live over the Internet. With this cloud-based service, we simply install the BigChange mobile computer and our customers just choose the functions and features they wish it to use at the click of a button. There are no further integration issues as everything is delivered over the Internet direct to the in-cab computers."

## New user interface for Quartix vehicle

Following months of development work, Quartix has now released the new user interface for its vehicle tracking system. It is available to all users at no extra cost.

**T**he award-winning system now enables customers to navigate easily between the different features. Users can access Google Maps (with its Map, Satellite, Street View options and full zoom levels) directly from any online log along with the live tracking. The revamped features include Daily Vehicle Logs, Daily Route Maps and Real-Time Live Tracking.

As well as the new design, some features have been entirely reviewed and released in new, easier to use formats, such as the interactive Daily and Weekly Route Charts which are now fully available online and no longer require to be downloaded.

Andy Kirk, Quartix Sales & Marketing Director, is delighted to announce these changes: "At Quartix we are constantly striving to offer the best system to our customers – we invest a great deal in development to make sure our users have access to the latest technology and all the tools are optimised for their needs. The Quartix system is renowned for its ease of use and this development takes it to a new level of simplicity. The new user interface will enable users to gain the information they need even more quickly – saving them time and money every day."



## New release of DKV eReporting

**D**KV Euro Service has announced a new release of its online fleet reporting software. This new DKV eReporting provides companies with immediate insight in their DKV key figures regarding their fleet and now includes TIS PL reporting, VAT refund overviews and eReporting Alert Reports. DKV eReporting is an online solution, thus no software installation is required. The basic version of DKV eReporting is available free of charge to all DKV customers.



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## Toyota drives down costs with new diesel engines

Toyota Materials Handling has introduced a new optimised Toyota Tonero diesel engine with 8% improved fuel efficiency and lower CO<sub>2</sub>.

**T**he improved fuel consumption and lowering of CO<sub>2</sub> has been achieved on the proven Toyota designed and manufactured 1DZIII industrial diesel engine, specifically designed for forklift trucks. This 36kW diesel engine has been optimised for fuel efficiency with the integration of a new fuel injection pump regulating fuel in the combustion process. This engine also complies with the latest 97/68/EC emissions regulations.

The new engine is available in all models within the Toyota Tonero diesel range from 1.5 to 3.5 tonne lifting capacities.

"From listening to our customers, we understand their need to reduce costs and improve efficiency in their operations, to achieve a more sustainable way of working," said Dave Rylance, Counterbalance Product Manager for Toyota Materials Handling. "With the latest developments in 2013 for our class leading Toyota Tonero diesel

**"From listening to our customers, we understand their need to reduce costs and improve efficiency in their operations, to achieve a more sustainable way of working ..."**

Dave Rylance

engine forklifts we are helping our customers improve further reducing their operational costs linked to fuel consumption and lowering CO<sub>2</sub> emissions."

Toyota trucks are manufactured at the company's ISO 14001 certified plant in Ancenis, France.

● [www.toyota-forklifts.co.uk](http://www.toyota-forklifts.co.uk).



● Toyota Tonero diesel engine forklift.

## World's first hybrid reach stacker available soon in UK

The world's first hybrid reach stacker, developed by Konecranes, will soon be available in the UK through suppliers Cooper SH.



● Konecranes hybrid reach stacker.

**T**he new SMV 4531 TB5 HLT has a 45 tonne lifting capacity and features a hybrid diesel/electric driveline, an electrified hydraulic lifting system, and a super capacitor based energy storage system - significantly cutting fuel consumption and emissions.

Tony Rooney, Cooper SH Director,

commented, "This project has been on-going for around two years and we are delighted that it has now entered its field-test mode. It is further proof that SMV (Konecranes) truly are the innovators within the industry having brought to market such designs as glass 'wrap-around' pillar-less operator cabs, load

sensing hydraulics, ECO drive fuel management technology and now this new hybrid technology."

The new hybrid Konecranes reach stacker will continue being field-tested at the Port of Helsingborg's container terminal which is one of Sweden's leading container terminals operating a significant fleet of Konecranes units.

## DIARY DATES

# DiaryDates

E-mail your  
Diary Dates to  
[nikki@themover.co.uk](mailto:nikki@themover.co.uk)

### 10th Annual Road User Charging Conference

5 – 6 March, 2013, Radisson Blu  
Royal Hotel, Brussels, Belgium

### LACMA Convention

9 – 13 March 2013,  
Quito, Ecuador

### IMHX 2013

19 – 22 March, 2013  
NEC, Birmingham, UK

### CV Show 2013

9 – 11 April, 2013,  
NEC, Birmingham, UK

### 16th Annual EuRA International Relocation Congress

24 – 26 April, 2013,  
Bucharest, Romania

### OMNI Annual Conference

7 – 10 May, 2013,  
Monte Carlo

### FIDI Annual Conference

12 – 16 May 2013,  
Athens, Greece

### BAR Annual Conference

16 – 18 May 2013,  
Newcastle, UK

### Young Movers Conference

16 – 19 May, 2013  
Amsterdam, Netherlands

### Annual General Meeting of CSD

17 – 19 May, 2013  
Paris, France

### EUROMOVERS Conference

22 – 26 May, 2013  
Istanbul

### MöLo International Fair

19 – 21 September 2013,  
Kassel, Germany

### AMÖ General Assembly

21 September 2013,  
Kassel, Germany

### IAM 51st Annual Meeting

7 – 10 October 2013,  
Vancouver, BC, Canada

### The Movers and Storers Show, including The Mover Conference

22 – 23 October 2013,  
Silverstone Circuit, UK

### FEDEMAC General Assembly

25 – 27 October 2013,  
Sofia, Bulgaria

## Take out an overseas subscription to *The Mover*.

*The Mover* magazine is distributed free in the UK but if you'd like your own copy sent to you in another country, just take out a subscription for £100 a year and it will be delivered to you every month anywhere in the world.

### Send in your stories too

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

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

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

To take out an annual subscription to *The Mover* just e-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or telephone Nikki on +44 1908 695500. It's the easiest way to keep in touch with news from the moving industry worldwide.



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# Did you know?

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

An astronaut can be up to two inches taller returning from space (the cartilage disks in the spine expand in the absence of gravity).

The croissant was invented in Austria.

Your tongue is the fastest healing part of your body.

Stewardesses is the longest word that is typed with only the left hand.

March 14 is 'save a spider' day.

Sharks can sense a drop of blood from 4km (2.5miles) away.

The Earth is the only planet in our solar system not named after a god.

Crocodiles are colour blind.



*Careful with those size nines mate – today's 'save a spider' day!*

## Puzzle solutions

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E		E	A		R		E				
R	C		C	A		S	A	V	V	Y	
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A	P	P	O	S	I	T	E		Y		A
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	M		T			T		T	E		L
M	E	T	E	O	R	S		A	I	S	L

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

## FEATURE SCHEDULE

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

Features coming up:  
April: Materials Handling  
May: Self Storage



## 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).

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## TheMover Advertising Rate Card 2013

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E-mail [adverts@themover.co.uk](mailto:adverts@themover.co.uk) or contact Nikki Gee on 01908 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](mailto:adverts@themover.co.uk) or contact Nikki Gee on +44 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: 01908 695500; Email: [adverts@themover.co.uk](mailto: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.

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

	1 – 4 insertions	5 – 8 insertions	9 – 12 insertions
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Full page	£945	£920	£895
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Quarter page	£345	£335	£325
Quarter page single column	£345	£335	£325
Two column square	£260	£250	£240
Four by one	£260	£250	£240
Three by one	£200	£190	£180
Inside front cover	£1155	£1125	£1095
Outside back cover	£1210	£1175	£1145
Centre spread	£1470	£1435	£1395
<b>MARKETPLACE*</b>			
1 unit mono	£420 (1 year)	n/a	n/a
1 unit colour	£525 (1 year)	n/a	n/a
<b>CLASSIFIED</b>			
Lineage – up to 20 words	FREE	n/a	n/a
Semi-display – per column centimetre	£25	n/a	n/a
Vehicle for sale box	£190	n/a	n/a
Box number for confidential responses	£30	n/a	n/a
<b>INSERTS</b>			
Loose inserts (per 1000 A4 supplied)	£160	n/a	n/a



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